BELLSYSTEM24 Signs Exclusive Agreement with Spoken Communications, a US-based Company that Provides Cloud Call Center Solutions to Global Companies

"BellCloud Performance Manager," Call Center Performance Management Tools with Data Visualization and Various Other Features Provided

BELLSYSTEM24 Holdings, Inc. (Representative Director, President, CEO: Tsuge Ichiro; Headquarters: Chuo Ward, Tokyo; Referred to below as "BELLSYSTEM24") signed an exclusive agreement with Spoken Communications, a leading American CCaaS (Contact Center as a Service) provider that supports over five million calls per month for BPO and other companies on a global scale. BELLSYSTEM24 integrated Spoken's cloud call center system "Spoken" with their call center platform "BellCloud®," providing various agent performance management tools in the cloud as "BellCloud Performance Manager." This package includes operation monitoring and other tools that support work at home agents in full-scale call center capacity. BELLSYSTEM24 also began providing "BellCloud for Telework," a set of management tools for work at home and other call centers that provide a secure environment through one-time password-based authentication and thin-client technology.

Until now, when call center supervisors wanted to monitor their agents, they had to combine different solutions. With "BellCloud Performance Manager," the features necessary for managing call centers and agents can all be used in the cloud, so whether at home or at a center with hundreds of people, the best call center performance can be achieved regardless of scale or location.

By using "BellCloud Performance Manager," supervisors can examine the performance of even individual agents using "heatmap" visualizations, keeping track of agent performance in real-time as well as reporting features; individual skill, team, and agent productivity evaluation and confirmation; phone recordings; and more. Using these features, supervisors can manage for high levels of performance, quality, and work efficiency.

Furthermore, by combining those tools with the "BellCloud for Telework" agent management tools, high productivity can be maintained along with at home call centers and small-scale call centers in a secure environment.

■The heatmap screen in BellCloud Performance Manager

・The size of the squares is the amount of data (number of calls), changing depending on the amount.

・The color indicates performance (Red = low, yellow = medium, green = high).
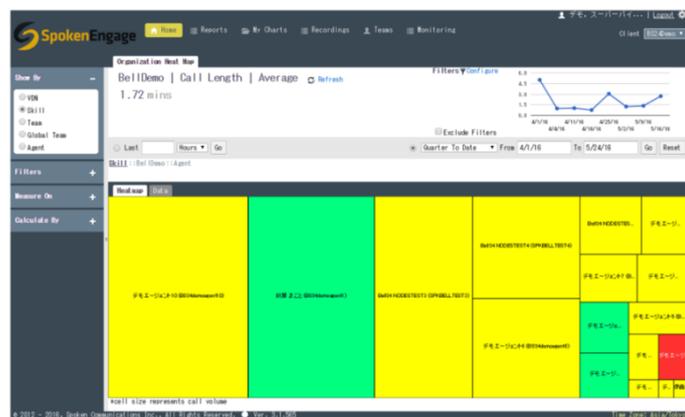
BELLSYSTEM24 has continued introducing its BellCloud® solution to its clients and throughout its 26 call centers around the country. Integrating Spoken with BellCloud®, BELLSYSTEM24 has added BellCloud Performance Manager and BellCloud for Telework to its platform, allowing for a smooth and efficient rollout of "Work at Home Call Centers" and the "Small Office Strategy" (a strategy that involves building a network of 50-100 person small-scale call centers). BELLSYSTEM24 plans to introduce BellCloud for Telework to 500 booths this fiscal year, including at existing call centers.

BellCloud Performance Manager & BellCloud for Telework
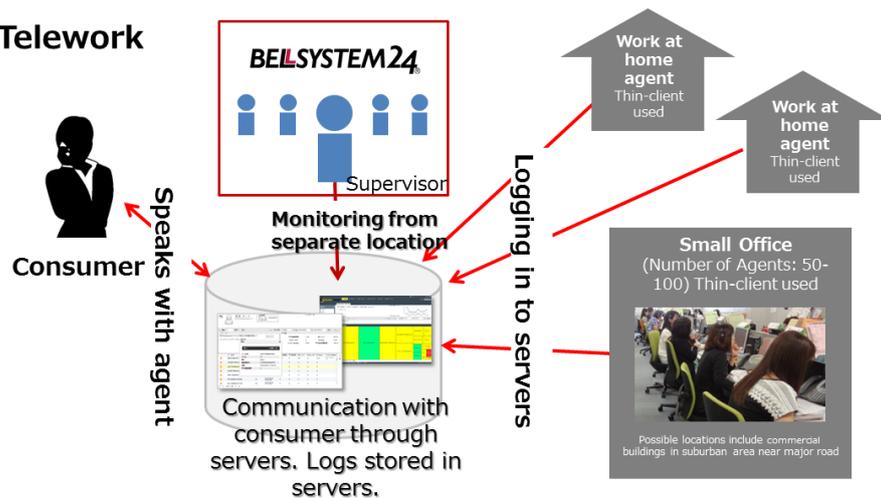
BELLSYSTEM24 has the largest footprint of call centers in the country, using its operational footprint to provide CRM services that combine the latest technologies with a proven track record and accumulated know-how in a variety of industries. BELLSYSTEM24 will continue to develop and provide services that offer new value in the area where client companies and customers interact.

■**Screenshot of "Recordings" Tab**

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