

# SSP Select Contact Centre

Flexible solutions to enhance your contact centre performance.

SSP Select Contact Centre is specifically designed to handle all the multi-channel needs of your contact centre.

## Your challenge.

In an ever more complex insurance industry, your customers' demands are changing rapidly. A constant demand, however, is that of human contact.

Contact with a real person, whether for assistance, reassurance or to provide feedback, is paramount for acquiring, satisfying and retaining customers. But the logistics of contact centres can be difficult and costly to manage. Translating your plans into reality is a key challenge.

## Your solution: SSP Select Contact Centre.

SSP Select Contact Centre is specifically designed to handle all the multi-channel needs of your contact centre while improving the performance of both people and processes. It handles a number of contact centre functions:

- Inbound and outbound calls.
- Online transactions, WAP, SMS.
- Aggregators, customers and channel partners.
- Full back-office functionality, including client-centric policy administration, accounting, documentation and reporting.
- 'No-touch', straight-through processing for fast, cost-efficient, multi-channel distribution.

## SSP Select Contact Centre in action.

The contact centre operator collects and inputs customer information as efficiently as possible. With integrated lookups for postcodes and car registration numbers, a quotation can be processed in minutes. The issuing of cover is almost instantaneous, with only the payment details needing to be collected.

There is no need for after-sales paperwork, saving time and effort. As soon as the operator has completed the call, all the payment and administration processes begin automatically, leaving the person free to handle the next call. It's the same if the customer buys online. Everything happens without human intervention, within your defined compliance parameters.

A large, stylized red arrow graphic that curves from the bottom left towards the top right, pointing towards the text below.

**Experience in** equals progress out.

SSP Select Contact Centre users regularly handle over 1,200 policies per employee.

### No-touch processing.

SSP Select Contact Centre's automated approach enables newly-acquired business to be processed without human intervention. Policy documents, diary reminders and email confirmations are all created and processed behind the scenes. This 'no-touch' processing can streamline your business and make it more profitable, whilst ensuring that your customers get a more professional response. Existing customers can also go online to renew their policies or make mid-term adjustments - putting them in control and saving you valuable resources.

### Accelerated batch processing.

Many time-consuming, labour-intensive administrative jobs can be automated, including renewals, BACS and cheque processing. For example, renewals can be identified, considered, priced and re-quoted where appropriate, with corresponding invites generated automatically. With this processing, it's easy to see why many SSP Select Contact Centre users regularly handle over 1,200 policies per employee.

### Speed and efficiency.

By virtue of its Windows-based operating system, anyone from a school-leaver to a seasoned employee will find SSP Select Contact Centre familiar, intuitive and efficient. Everything is shown on a single screen in a consistent format, maximising cross-selling and up-selling opportunities.

### Precision rating based on real intelligence.

Using our integrated service, SSP Precision Rating, you can manipulate data in a way that allows you to refine your offering. Using your captured data, SSP Precision Rating will make further business decisions, allowing you to cross-sell and up-sell accurately.

SSP Precision Rating can decide which payment plans to offer and how many add-ons to include. It can even prompt your staff to ask further questions so that they can maximise every opportunity.

Existing users of our integrated SSP Delivery service have seen 50% reductions in their traditional fulfilment costs and enhanced their 'green' credentials.

### Electronic fulfilment.

Existing users of our integrated SSP Delivery service have seen 50% reductions in their traditional fulfilment costs and enhanced their 'green' credentials. With full auditability and tracking, this facility can also help with regulatory issues such as contract certainty and Treating Customers Fairly (TCF).

Our secure online vault also alerts your team when an existing or potential customer accesses sales literature, allowing your staff to follow up a lead.

### Open connectivity.

Our integrated SSP eBusiness service connects insurers, brokers and consumers quickly and easily. It can be used to develop new solutions or integrate with existing applications to offer online quote and buy, servicing, mid-term adjustments and renewals.

All product and rating rules are held within the system and utilised in the back office and via the web. Developed in Microsoft .NET, it's a flexible layer that simplifies core functionality and provides an easy-to-use service. Standard functionality includes:

- New business quote and buy.
- Mid-term adjustments.
- Renewal notification.
- Full aggregator integration.
- Integrated debit/credit card payments.
- Secure PDF document production.
- Postcode lookup.
- DVLA lookup.

Scalable solutions  
tailored to fit  
your business.

### Key benefits.

- **Better service:** Reduce account queries by more than 80%.
- **Increased productivity:** Increase productivity for key staff by over 25%.
- **Reduced document errors:** Cut document errors by up to 75%.
- **Comprehensive solutions:** From quotations and documentation to third-party integration and software upgrades.
- **Delivering IT at a fixed price:** A fully hosted IT service that fits your needs, your scale and your pocket.
- **Customisation:** Scalable solutions tailored to fit your business.

For further information on SSP Select Contact Centre,  
call us now on **0800 590 705** or visit  
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