



# InstaCC Global™ BCP Offering

Stay securely connected with your customers from anywhere!

## Tata Communications Secure Connected Digital Workplace

can help you re-engineer relationships across your supply chain by delivering a seamless, intelligent collaboration experience for your employees, suppliers, partners and customers.

### TATA COMMUNICATIONS

#### Secure and Digital Connected Workplace



##### Agile Connectivity

Evolves your workplace with our agile and scalable network.



##### Secure Access to Hybrid Cloud Apps

Help employees thrive from anywhere.



##### Secure Access to Internet Resources

Give teams the tools to perform, uninterrupted.



##### Work from anywhere contact centres

Grow customer loyalty, without an office.



##### Productive Collaboration

Fuel productivity while keeping employees engaged.



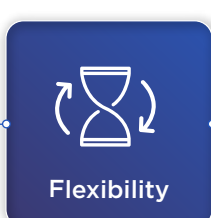
##### Secure and safe workforce

Be ready for hybrid working as employees return to the office.

#### What matters when your agents are operating remotely?



Security



Flexibility



Agility



Consistent CX



**InstaCC Global™ BCP solution is the answer.**

#### What is InstaCC Global™?

A pioneering solution that enables your contact centre teams to operate remotely in a seamless and secure environment, while ensuring superlative customer experience.

##### Key features



Cloud-based contact centre solution



Agents can receive calls over mobile via PSTN

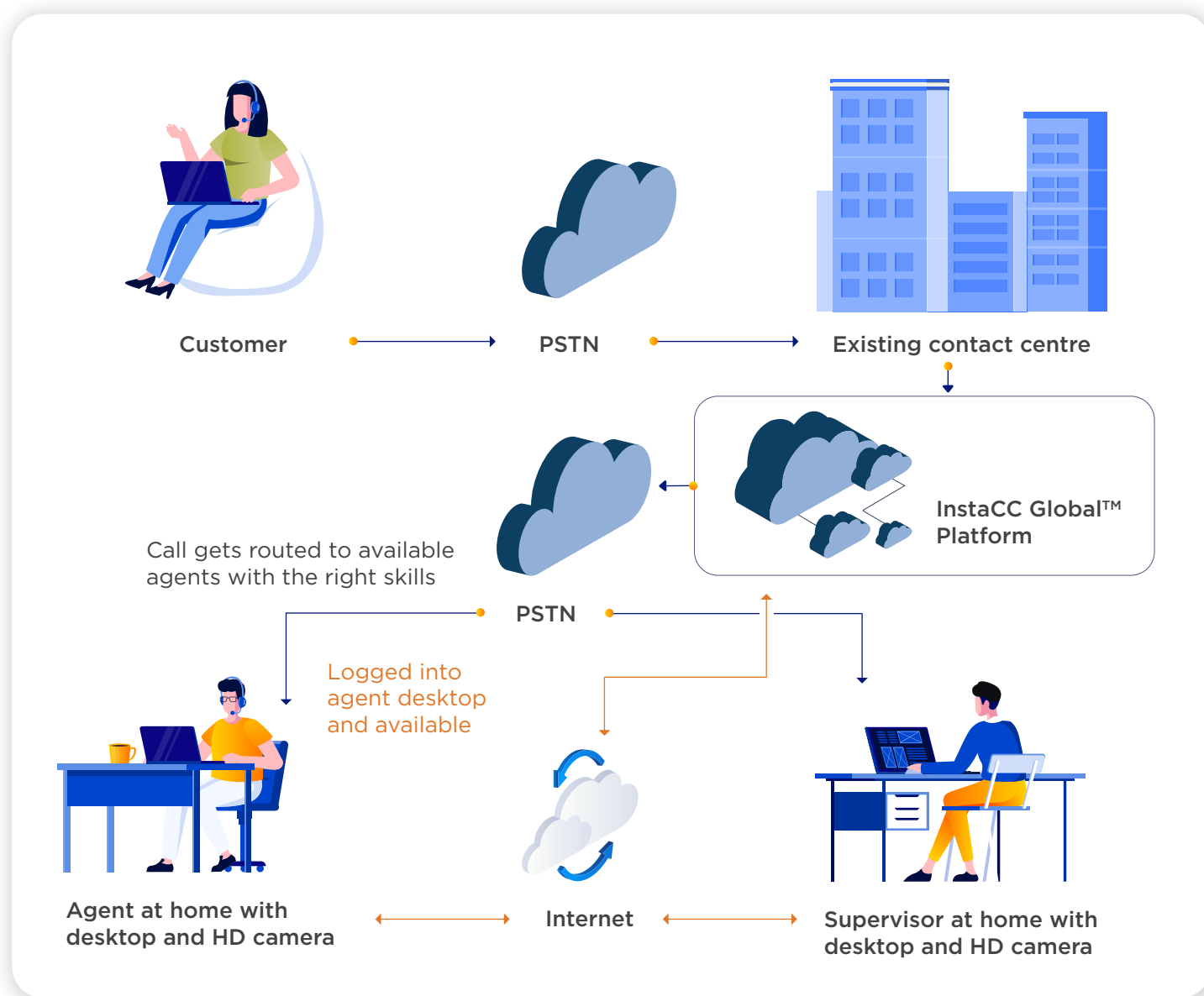


VPN solution secured with vUTM



Extended corporate WAN with Access Tokens and Remote Agent Solutions

#### How does InstaCC Global™ work?



#### InstaCC Global™ replicates the on-premise experience



Secure remote login to the agents' desktop



Full inbound / outbound voice functionality



Complete call controls including hold / resume, conference, transfer



Call type and skill-based queuing and reporting



Agent Status functionality



RONA\* included

\*Redirection on no answer

#### Unmatched Benefits of InstaCC Global™



Continued availability of your process-trained agents



No major upfront CapEx investments



Retain existing contact centre numbers



Secured with vUTM



Quick and easy deployment



Drive effectiveness with the visibility of agent productivity



**Deliver the same high-quality CX**



[Click here for more information](#)



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