

INSTACC DEDICATED

FAST TRACK TO A DEDICATED
CLOUD PLATFORM WITH 99.99% UPTIME

Are you facing challenges with?



Navigating security, compliance, and regulatory hurdles



Transforming traditional applications with ease



Optimizing performance for mission-critical apps



Strategic exit from captive data centers

We excel in overcoming these challenges through our expertise, extensive experience, and strategic offering InstaCC Dedicated.



What is InstaCC Dedicated?

InstaCC™ Dedicated is a dedicated instance or private cloud offering designed to enhance customer journeys and agent productivity for medium-sized to large enterprises with complex customisation requirements complemented with an end-to-end sla . Through InstaCC™ dedicated, businesses can utilize on-premises solutions and grant customers granular role based access control to align with their business-driven policies.

Key components of InstaCC dedicated



Note : Supported with Single Pane of Glass for Administration enabled via RBAC with flexibility to deploy private dedicated instance at customer location

Packaged offer contact center plans

Package Name (Inclusions)	Standard	Premium
Inbound voice	✓	✓
Manual outbound	✓	✓
Touch-Tone IVR	✓	✓
Skill base routing , queuing	✓	✓
IM & Presence	✓	✓
Browser based desktop	✓	✓
Voice call back	✓	✓
Web call box	✓	✓
Voice bot *	✓	✓
Standard reporting	✓	✓
Customizable reporting	✓	✓
High availability platform	✓	✓
Dialer-preview (basic)	✓	✓
Supervisor call monitoring		✓
Supervisor call barge-in		✓
Voice recording (basic) *	✓	✓
Dialer-progressive *		✓
Dialer-predictive *		✓
Dialer-agent less *		✓
Email & web chat media *		✓

- ✓ Packaged offer has 2 key plans – standard and premium (min. Tenure 3 yrs.)
- ✓ Contact center agent licensing – concurrent model
- ✓ Licensing for packaged model- please refer SDD-BoQ for details
- ✓ Offered with following set of packages
 - CC implementation and project management : t-shirt sizing
 - CC hypercare package – basic, enhanced, premium
 - Managed services – basic, enhanced, premium
 - Professional services – rate card
- ✓ Plans available for private hosted cloud or Tata comm hosted cloud
- ✓ Customer to procure H/W for cube, recording server with associated S/W

Why Tata Communications?



Global Reach: We can help you scale across any location keeping in mind regulations and compliance



Reduced Time to Market: Our Backend powered professional services help you to go to market 60 times faster on a dedicated private instance



Trained desk: A designated team of experts that help with proactive monitoring of key contact centre KPIs, system health monitoring, change management requests



State-of-the-art security: We help protect your business against fraud with our multi layered fraud prevention approach



For more information, click here

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