

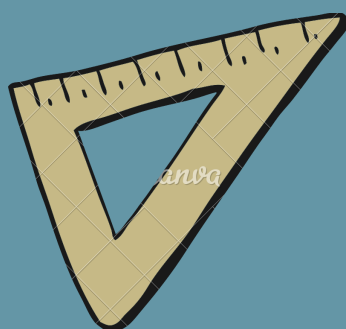
<Cisco UCCX>

A contact center in a box.



omni-channel customer experience

Integrate voice, chat, e-mail, web collaboration applications and even your CRM to allow dynamic customer interactions.



customisable: fit your business practice

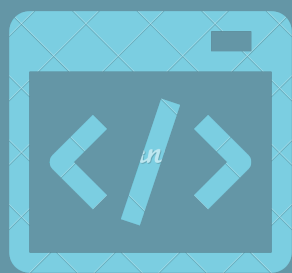
Layer 8 Networks work with your call centre team to define requirements and scenarios for call handling. We take time to understand your business, then deliver results.



Next Generation Agent Desktop

Web based so no need to worry about deploying software packages. A fully customisable cockpit for your agents to strap in and add value!

Open web 2.0 APIs to simplify the development and integration of value-added applications



20% license flex

When you procure and implement with Layer 8 Networks, we will insulate you from agent license overage. We hold up to 20% additional licenses for peak times or if your business is booming!



available to deliver on your timelines

We have availability to fit your schedule. We can implement at nights, over weekends, on site or remotely to suit your business.



predictable installation cost

Yes, it's natural to be sceptical, but we scope the project and fix the price upfront. Linear pricing based on the number of agents and integrations.



Cisco experts: the best in the business

The Layer 8 Networks team have experience deploying call centers across Australia for companies large and small.

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