

# ELEVEO: THE FREQUENTLY ASKED QUESTIONS

Eleveo provides effective, simplified solutions for complex contact centre problems. They create award winning Workforce Optimisation (WFO) solutions which are specifically designed to elevate your contact centre experiences, operations and processes.

The Natilik team has put together a selection of their most frequently asked questions about Eleveo. If you have a question that isn't covered in this document please reach out to your dedicated Natilik account manager or email [hello@natilik.com](mailto:hello@natilik.com).

## Q. Who is Eleveo?

Eleveo delivers simplified compliance, workforce optimisation and customer experience solutions for contact centres. They focus on providing features that elevate contact center operations and processes.

## Q. What do Eleveo offer?

Eleveo offers a range of products and solutions across the full workforce optimisation portfolio. Their products cover three key areas:

### Compliance

Out of the box compliance features, call and screen recording, extensive data management software and the ability to auto pause/play on selected websites are some of the features you can expect from a solution from Natilik and Eleveo.

### Workforce Optimisation

Features include simplified scheduling with an easy to use drag and drop screen, logarithmic forecasting to guide your contact centre towards optimal scheduling and next level analytics and insights to measure what matters most, faster.

### Revenue Protection

Eleveo ensure you can easily and accurately measure how your customer feels about your brand and service with survey and emotion detection and the ability to capture NPS and CSat scores.

## Q. What sets Eleveo apart from others in the industry?

There are many things that set Eleveo apart from the competition. One main differentiator is their phenomenal customer service. They have a NPS score of 89 and have consistently been rated above 85 for the past 3 years. You know you are in safe hands with a WFO partner that shares your vision in delivering the best client experiences every time.



# ELEVEO: THE FREQUENTLY ASKED QUESTIONS

## **Q. Do I have to be cloud hosted?**

No! A solution from Natilik and Eleveo can be cloud based, hybrid or completely on premises – we will tailor the solution around your needs and requirements.

## **Q. I have a Cisco contact centre, will that be a problem?**

Not at all. Eleveo is built with your Cisco Contact Centre in mind. Over 85% of Eleveo's customer base work with Cisco Contact Centre technology so the integration with Cisco is tried and tested.

## **Q. My current WFO solution isn't fully optimised but I'm not sure how we can improve it. Is there anything you can provide to help?**

Yes! If you'd like help with assessing the shortfalls of your current WFO setup then we can help. We can provide a free of charge WFO health kick where we deep dive into where your current call recording technologies could be improved. We will provide you with a comprehensive report highlighting what's working well as well as key areas to develop. If you're interested in setting one up, please contact your dedicated Natilik account manager or email [hello@natilik.com](mailto:hello@natilik.com) and we will get back to you shortly.

## **Q. Is there a SaaS offering?**

Yes, you can take advantage of a truly SaaS model. A solution with Natilik and Eleveo gives you the flexibility to scale your technology to your business as you grow, supporting your agility, providing complete visibility over your entire solution and simplifying cost control.

## **Q. Are there any hidden costs?**

No. With a solution from Natilik and Eleveo you can be confident that you know where you stand with no hidden costs. Unlike other WFO vendors, Eleveo don't charge for; licenses to cover operating systems or databases, API's, connection to CTI, GDPR compliance, media decryption or server licenses.

## **Q. Is a solution from Natilik and Eleveo supported?**

Yes, your solution will be fully supported by the Natilik NOC to minimise any potential downtime and give you peace of mind. Support is 24/7 from certified experts that can alleviate your in house team and enable you to focus on core activities.

## **Q. How can I find out more about Eleveo?**

If you'd like to find out more, please reach out to your Natilik account manager or contact [hello@natilik.com](mailto:hello@natilik.com) and we will get back to you shortly.