



LOGICALL ASSURANCE

ALL-INCLUSIVE IVR & SELF-SERVICE SOLUTION

Our all-inclusive premise-based IVR Solution brings together everything you need into one. IVR hardware, self-service applications, our pro-active monitoring tool, licensing, training and support.

Also included is a fully replicated hot-standby failover solution for disaster recovery and business continuity.

Totally maintained and supported by us, Logically Assurance can be seamlessly integrated into your business and contact centre operations.

ON-PREMISE SOLUTION WITHOUT THE PRICE TAG

Logically Assurance is perfect for any business that wants to retain control of security and connectivity to the hardware and services that can only come with an on-premise solution.

With Assurance you can have it all. All the features and functionality that comes with our cloud-based solution, on your premises or data centre. Without the expense of buying, installing and maintaining hardware.

AUTOMATION FIT FOR ANY BUSINESSES OF ANY SIZE

Automation can help businesses of any size to move forward and achieve their goals, during the good times, and the bad.

We are here and ready to help you do that.

MORE THAN THE AVERAGE

Logically Assurance offers much more than the average IVR Solution.

Here's some of the features & functionality included standard.

- IVR Hardware
- Self Service Applications
- Technical Support
- Licensing
- ProActive Network & System Monitoring
- Real-Time Wall & Dashboards
- Hands-on Training
- Customised Reporting (MI)
- Full Failover Solution (DR)

CUTTING EDGE TECHNOLOGY

Logically IVR, our highly resilient call processing system supporting Natural Speech Recognition, Voice Biometrics & Text-to-Speech.

It handles routine, repetitive calls quickly and efficiently - freeing up Agents to deal with value-added calls.

And enables you to handle and service more calls with the same amount of Agents.



A PACKAGED SOLUTION. DESIGNED FOR YOU.

Every Assurance Solution is unique.

Designed and custom-built to the specific, individual needs of each client.

Whilst the fundamental, core components remain the same, we design each Assurance packaged based on discussions with our clients.

Our Consultants will work closely with you to ensure your Assurance package is the optimum solutions for you and meets your needs.

Assurance gives you the opportunity to add and makes changes to your package at any time. So even when your solution is up and running, you'll still be able to "tweak" it. At no extra cost.

SELF-SERVICE APPLICATIONS

Automated and conversational, our self-service applications have been designed to enable you to individualise every one of your customers experiences with you.

We design all our applications to be caller-friendly, using natural, interactive prompts to guide callers effortlessly through, from beginning to end.

Fully-speech enabled, your customers no longer need to search their keypads, pressing 1 for this, and 2 for that. You can also opt to offer callers a choice to use their voice, or keypad.

SELF-SERVE PICK & MIX

We've a variety of self-service applications for you to choose from.

You can have as many or as few as you want. Just make your choice and we'll include it in your package.

Whilst our applications come with fantastic features & functionality as standard, we know that our clients like to stand out from the competition.

So, if you want to be a little bit different, we can help you achieve that too, with our included customisation service.

REQUEST A DEMO. DISCOVER MORE.

We've a full brochures detailing all our Self-Service Applications, and the features, functionalities of Logical Assurance, and how it works.

To get a copy, or to see it in action, call us on 0333 566 0000 or email maxine@maxnet.co.uk.

Or chat to us on Live Chat via our website www.maxnet.co.uk



ABOUT US

We're Maximum Network Solutions. We've been designing and developing Contact Centre Software, Customer Engagement & Customer Experience (CX) Solutions for businesses around the World for over 25 years.

Technology that makes life easier for your Agents and customers. Solutions that make servicing customers better on your pocket across all channels and media.

Established in 1995, and with our Head Office in the UK, we deploy our solutions around the World with a local approach, a personal touch. And we support our global clients in exactly the same way, 24 hours a day, 7 days a week.

We've helped world-renowned clients across a wide range of industry sectors from banking, insurance and financial services, to travel, leisure and tourism, through retail, security, automotive, construction and logistics.

We work with and have developed solutions for IT and Technology companies including Avaya, Cisco, Mitel and Capita.

Vendor Agnostic, our CX applications and solutions are designed to wrap around leading digital experience and communication platforms, and telephony systems - in the Cloud and on-premise.

CONNECT WITH US

Call: 0333 566 0000

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Join us on LinkedIn:

[Maximum Network Solutions](#)

Talk to us via Live Chat at

www.maxnet.co.uk

NEVER HEARD OF US?

With over 20 years experience in the industry, we've helped some very well-known clients across a whole range of sectors.

World renowned businesses like Marriott International, TNT, Fedex, XPO Logistics, Citigroup, Verifone and G4S.

