



GIVE YOUR **CUSTOMERS** WHAT THEY WANT, AND YOUR **WORKFORCE** WHAT THEY NEED

Award-winning omnichannel customer
engagement solutions for frictionless
customer and agent experiences





WHAT WE DO

CUSTOMER ENGAGEMENT

Omnichannel / Self-Service /
Inbound & Outbound / IVR
Co-browsing & Screen-Sharing
Conversational AI & Automation
PCI Compliant Payments

WORKFORCE ENGAGEMENT

Workforce Management (WFM)
Performance Management
Call Recording
Quality Management
Analytics

UNIFIED COMMUNICATIONS

Enterprise Telephony
Unified Communication &
Collaboration
Microsoft Teams

PROFESSIONAL SERVICES

Zendesk Optimisation
Digital Transformation
IVR Design
Communications Audits
Implementation
24/7/365 UK-Based Support
Training Services

ABOUT US

Route 101 offers award-winning customer engagement solutions that help you reduce operational costs, enhance efficiency, and deliver a next-generation customer experience (CX). We assist businesses like yours in providing seamless customer service across every channel through our best-in-class contact centre software.

Our offering consists of scalable omnichannel cloud platforms, IVR, Customer Self-Service, Conversational AI, secure payment channels and knowledge management. And that's just the beginning – we go the extra mile to offer these additional solutions that support your business further:

- **Workforce Management tools** for managing, developing and engaging your staff

- **Analytics tools** to drive measurable improvements
- **Contact centre software integrations** to expand your CX ecosystem
- **CX services and training** to maximise the use of your new or existing contact centre technology
- **Specialist support services**, ensuring your business is always taken care of and facilitating ongoing optimisation and value realisation

By choosing Route 101, you gain access to a range of market-leading vendors in the CCaaS and UCaaS space, such as NICE, Zendesk, PolyAI, Calabrio, Sycurio, Ada, Gamma, and more. The collaborative approach makes our team well-equipped to seamlessly implement and support the technology solutions that align with your business's unique processes and CX goals.

OUR CUSTOMERS

Route 101 has an excellent track record of delivering projects to organisations across industries including **government, healthcare, retail, financial services, travel**, and more...

"We were at the forefront of responding to the pandemic, with a range of services that the world had never had to deploy before. And it was Route 101 and the CXone platform that made it possible."

CIO | Teleperformance



RESULTS FOR OUR CUSTOMERS

Route 101 offers measurable outcomes based on your organisation's goals and objectives. We also have a dedicated Solution Value Consultant to assist and work with your team to calculate value/ROI/benefits.

musicMagpie

musicMagpie

- > 66.8% REDUCTION IN REPLY TIME
- > 40% REDUCTION IN WAIT TIME
- > 6% GREATER CSAT

Holland & Barrett

Holland & Barrett

- > 40% AUTOMATION OF EMAILS
- > 10% IMMEDIATE EFFICIENCY SAVINGS
- > 500% INCREASE IN CONTACT HANDLED

Beauty Pie

BEAUTY PIE

- > 200% ROI IN FIRST SIX MONTHS
- > 40% REDUCTION IN WAIT TIME
- > 40% INBOUND ENQUIRIES AUTOMATED

Specialist cloud service integrators with a consultative approach based on detailed discovery

With Route 101's tailored support, you can be sure to improve customer service and CSAT, cut operational costs, boost revenue, and scale to meet demand without the need for additional staff. Our expert consultants will also ensure your business' compliance and reliability, elevate your employee engagement, decrease attrition rates and future-proof your contact centre.



YOU'RE IN GOOD HANDS!

Our team collectively boasts hundreds of years of experience in contact centre technology and processes and has a vast experience of supporting projects of all shapes and sizes.

WHY ROUTE 101 FOR ZENDESK?



Years helping hundreds of Zendesk customers

Route 101 is Zendesk's Global Most Valued (MVP) Partner - the latest in a string of awards including Regional Partner of the Year UKI, Solution Development Partner of the Year, and EMEA Partner of the Year.

Experience with supporting a wide range of clients of multiple scales and industries - Route 101 has worked with Teleperformance UK for nearly five years, delivering multiple high-profile Zendesk Campaigns.



Zendesk certifications/ accreditations

Trusted service provider - Route 101 is one of the most widely and positively reviewed partners on the Zendesk Marketplace and highest rated in the UK. See for yourself by visiting our [listing](#).


Specialist team - comprised of end-to-end Zendesk experts in Sales, Pre-Sales, Project Management, Consulting, Technical Architecture and Development.



Implementations and optimisation projects

"Choosing Route 101 for our Zendesk transformation was undoubtedly the smartest decision we made... We're excited to carry on this awesome collaboration with them in our upcoming projects."

Membership Sales Specialist | GLL



ROUTE 101 AND NICE

Route 101 has been named **NICE EMEA Partner of the Year for three consecutive years**. We have also been awarded the Trailblazer of the Year award in 2023, acknowledging the extensive and expert delivery of NICE CX solutions both nationally and internationally.

Leading partner for EMEA - Route 101 is one of the leading partners for NICE, a Certified Implementation Partner and holder of considerable influence - able to leverage relationships on behalf of our customers in account management, support, implementation, solution design, R&D, marketing, and more, as well as within the leadership team, as required.

Specialist team - an in-house team of accredited NICE specialists across solution design, project delivery and support, providing end-to-end service, including consultancy and design, implementation, training, and ongoing support optimisation.

Extensive capabilities - Route 101's capabilities and expertise extend to the integration of the NICE portfolio with other platforms, including CRM systems such as Salesforce, Zendesk and MS Dynamics.

NICE



5+

Years delivering NICE implementation projects

100+

Cumulative years of expertise in our team

OUR PARTNERS



Chosen based on their reputation, proven track record, passion for technology and innovative offerings.

At Route 101, we work with partners who offer best-of-breed, reliable, and practical, solutions. This ensures that your business receives informed recommendations tailored to meet your unique needs.

"We had a great experience with Route 101. They were excellent throughout the process. The team's expertise resulted in user-friendly solutions for agents as well as customers."

Service Delivery Supervisor | Vubiquity

OUR COMMUNITY



Route 101 partners with the **Call Centre Management Association (CCMA)**, actively supporting its mission to unite contact centre leaders. Together, we're committed to share best practices, and explore fresh ideas to enhance CX.



CUSTOMER EXPERIENCE
FOUNDATION

Route 101 also works together in partnership with **The Customer Experience Foundation (CXFO)**. Our team regularly connects and collaborates with members on various aspects of CX and contact centre initiatives.

south
west
contact
centre
forum

northern
contact
centre
forum

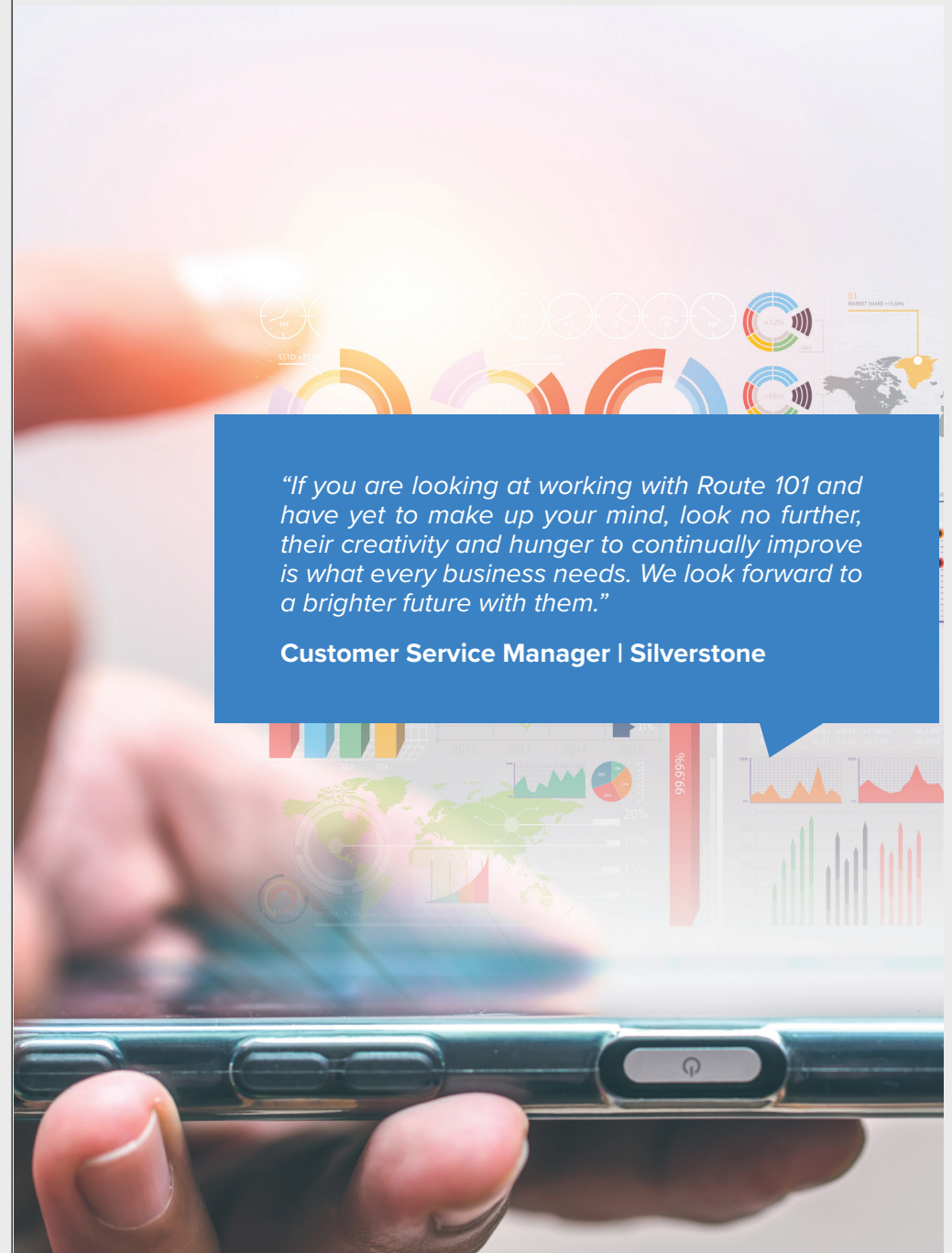
The South West and Northern Contact Centre Forum supports contact centres in highly regulated sectors such as financial and legal services. We've been proud members for many years, participating in quarterly forums and running the Transformation and Innovation Steering Group together.

"Route 101 has been an exceptional partner to work with... Nothing has been too much trouble for them.

They've been incredibly helpful with ongoing support, and we can always rely on them to respond quickly and be as helpful as they possibly can.

We look forward to working with Route 101 on more projects in the future."

Head of Operations | Fiinu Bank



"If you are looking at working with Route 101 and have yet to make up your mind, look no further, their creativity and hunger to continually improve is what every business needs. We look forward to a brighter future with them."

Customer Service Manager | Silverstone

NEXT STEPS? LET'S TALK

Get in touch

Visit our website
www.route101.com

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[Click here to book a discovery call](#)



Route101