



CONTACT CENTER EXPRESS TECHNOLOGY AUDIT

A focused assessment that optimizes the contact center and enhances customer experiences

PIVOT'S UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full lifecycle of our customer's technology investments.

SERVICE CHANNELS

-  Integration
-  Professional
-  Deployment
-  Workforce
-  Managed

SOLUTION DISCIPLINES

-  Workplace
-  Digital Infrastructure
-  Security
-  Cloud
-  Emerging Technology

SERVICES VALUE STREAM

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Assess Design Implement Manage Optimize

The contact center plays an essential role in a customer's overall impression of a brand. A highly optimized contact center that integrates multiple channels of communication can create a high-quality experience that maximizes customer satisfaction. If the contact center platform isn't up to the task, organizations struggle to consistently deliver high levels of customer service.

Pivot's Express Technology Audit helps our customers update and optimize their contact centers that are operating on the Cisco Unified Contact Center Express (UCCX) platform, a popular technology choice for many customer service environments. Our contact center experts begin by engaging with key business stakeholders in a discovery workshop to understand their customer service objectives, followed by a thorough inspection and electronic discovery of the existing contact center infrastructure to identify gaps, risks and opportunities.

Pivot's certified engineers analyze and inspect volumes of information and configuration parameters in order to make recommendations that improve stability, reduce risks, and take advantage of advanced feature sets and reporting capabilities. In many instances, minor reconfiguration, updates or upgrades to the contact center technology environment can position the organization to enhance the customer experience.

CHANGING CONTACT CENTER DEMANDS

For many years, the contact center was viewed as an expense to be minimized. Today, more organizations recognize the value of a well-managed contact center in fostering customer satisfaction, loyalty and expanded sales opportunities.

At the most basic level, organizations need to minimize call wait times and resolve customer issues as quickly as possible on the first call. However, today's customers want more than just efficiency.



OPTIMIZE YOUR CONTACT CENTER TECHNOLOGY

Create a more connected customer experience by understanding how people are contacting customer service today. Don't continue to place customers and revenues at risk.

Phase One:

Discovery Workshop provides valuable insights into your customer service objectives and platform architecture.

Phase Two:

Platform architecture and configuration inspection coupled with detailed electronic discovery.

Phase Three:

Comprehensive Executive Summary including specific recommendations for remediation, risks and enhancements.

They expect an omnichannel experience that allows them to communicate using their preferred digital medium, be that voice, chat, email or social media.

According to recent research published by Customer Think, 96 percent of organizations expect to grow their contact centers within the next two years in order to keep up with customer demands.

THE UCCX CHALLENGE

UCCX is a widely used platform for contact center environments with up to 400 agents. The platform features automated call distribution, workforce management, and both real-time and historical reporting, with the ability to integrate web chat, email and social media messaging. It is designed to help contact centers improve productivity and customer satisfaction.

However, in many cases, these systems are not delivering the full value that the platform has to offer. Some are overdue for software or hardware updates, which have not been addressed due to fear of failure or extended downtime.

Many organizations have experienced business and contact center growth since the initial technology implementation and need to expand the system in order to adequately meet current customer service requirements.

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In many instances, minor reconfiguration, updates or upgrades to the contact center technology environment can position the organization to enhance the customer experience. We then help develop a contact center technology strategy that aligns closely with business needs and objectives.

Our Express Technology Audit addresses architectural design, call distribution and routing, and capacity planning to ensure that the underlying infrastructure is capable of optimizing customer engagement.

Many organizations are looking for metrics to confirm that customers are being served courteously and in a timely fashion. Through the implementation of call recording, analytics and workforce management applications, Pivot can provide additional levels of intelligence regarding contact center operations. The Express Technology Audit will identify any upgrades, enhancements or changes that may be required to add these advanced features.

CONSIDERING CLOUD?

Cloud-based contact center solutions are an increasingly popular option for organizations seeking to update and scale their contact center platforms. However, simply moving contact center operations to the cloud does not address the fundamental issues that negatively impact customer satisfaction. In many cases, the better approach is to map the features of the existing contact center system to the needs and demands of customers. Pivot's Express Technology Audit enables customers to evaluate cloud services with more accurate configuration and feature requirements.

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