



CONTACT CENTER CUSTOM APPLICATION SUPPORT

Application Management Support from the Contact Center Experts at ConvergeOne

For many organizations, contact centers play a vital role in understanding, shaping, and optimizing the customer experience. As a leader in the contact center, ConvergeOne continually expands our offers and capabilities to deliver added value, reliability, and performance for critically important contact center operations.

As part of the growing portfolio of ConvergeOne Managed Services for Contact Center, Contact Center Custom Application Support combines our professional engineering staff with our advanced tools and sophisticated processes to enhance the management of your custom



WHY CONVERGEONE?

ConvergeOne Managed Services gives you a single source for customizable managed services. You're leveraging a proven methodology, two high-tech Network Operations Centers (NOCs), expert tools, and the skills of highly trained, certified professionals who can proactively support even the most complex communications infrastructures.

contact center applications — ultimately, helping you improve productivity, efficiency, and customer satisfaction.

Meeting Your Needs for Specialized Support

In the contact center arena, very few applications are pure “out-of-the-box” solutions. Instead, many contact center solutions combine multivendor and multi-application configurations to meet specific needs.

ConvergeOne Contact Center Custom Application Support provides a personalized approach to meeting your unique business and IT demands. In addition, our engineering teams bring years of combined experience in supporting highly complex and customized solutions.

ConvergeOne works as your partner, learning all we can about your solution, goals, resources, and budget requirements. Then our experts use what we’ve learned to provide a managed solution that helps you meet your objectives and delivers the best ROI for your custom applications.

Delivering Peace of Mind

Traditional product maintenance and support typically only provides “break-fix” on a single product. But ConvergeOne offers support for your custom-developed applications and components, as well as assistance with questions and configuration changes.

That means ConvergeOne is there when you need us — for example, in situations such as:

- > Your custom IVR application is no longer working as designed
- > Your screen pops have stopped working
- > Your custom call routing is no longer routing properly
- > Your custom self-service application is not working and so all inquiries are transferring into the contact center
- > You’ve made a change and your configuration settings are out of sync
- > Complexity and customization has left you unsure about managing Interaction Center, Elite Multi-Channel, Avaya Aura Contact Center, Cisco Unified Contact Center (Enterprise or Express), Avaya Experience Portal, and many others



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Serving as an Extension of Your Organization

ConvergeOne Contact Center Custom Application Support can act as an extension of your organization by providing:

- > Remote support and monitoring of custom applications
- > Incident tracking and assessment — with qualified ConvergeOne staff available to consult with you for incident verification and resolution
- > Problem resolution assistance with third-party products and customized applications
- > Detailed reporting on incidents and status of remedies — allowing for tracking and root cause analysis that help you be proactive in preventing incidents

Why ConvergeOne?

ConvergeOne is the long-time industry leader in the integration, operation, and optimization of state-of-the-art contact centers. Our certified specialists and engineers have decades of experience working closely with organizations like yours to design, configure, install, customize, and manage best-in-breed contact center solutions.

For additional information, visit convergeone.com, contact your ConvergeOne representative or call 888.321.6227.

