



## CONVERGEONE MANAGED SERVICES FOR CONTACT CENTER

### Support That Fits Your Business, Budget, And Needs

For many organizations, the contact center plays a vital role in understanding, shaping, and optimizing the customer experience — requiring high availability, speed of answer, and maximum reliability, as well as tools for measuring performance. At the same time, an increased level of complexity demands specialized knowledge and tools to effectively manage and optimize the technologies behind the contact center's operations.

With so much riding on your contact center, you need to know you're always getting the best performance and value for every dollar invested.



### 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.

With ConvergeOne Managed Services for Contact Center, we offer a comprehensive and growing portfolio of services designed to keep your critical contact center solutions reliable, cost-effective, and performing at their best.

## The Flexibility To Provide Exactly What You Need

As a full-service provider, ConvergeOne is committed to meeting your needs for the life of your contact center — delivering results for you today and evolving along with your business tomorrow. That's why we offer a complete spectrum of ongoing support, from a choice of maintenance plans through fully managed services.

The ConvergeOne Managed Services portfolio offers an array of value-added services to help you achieve the utmost in reliability and performance from your contact center solution while keeping your costs under control. And because ConvergeOne takes a flexible approach to services, you are not locked into a service package that provides more or less support than you really need. Instead, we work with you to put together a managed solution that:

- > Fits your contact center infrastructure
- > Integrates with your business processes
- > Meets your unique needs and your budget

## A Choice Of Services, One Vendor

ConvergeOne Managed Services provides one source for prepackaged and customizable managed services for the contact center — empowering you to choose from three levels of support and a wide range of options designed to meet your specific, strategic needs:

**Contact Center Foundation** supports the underpinnings of the contact center with services such as system administration and moves, adds, and changes (MACs), vendor management, software management and updates, backup and configuration management, and basic network “health” monitoring.

**Contact Center Custom Application Support** delivers engineering expertise, advanced tools, and sophisticated processes for the ongoing monitoring and performance management of commonly customized applications such as interactive voice response (IVR), screen pops, call routing, and selfservice apps.

A managed solution from ConvergeOne gives you the peace of mind that comes from knowing your contact center infrastructure is managed and supported by a single vendor all day, every day,



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to maximize reliability and performance. And because the solution is tailored to your business, you can be sure you are only paying for services you need.

## The Benefits You Look For

ConvergeOne Managed Services for Contact Center also helps to improve productivity, efficiency, savings, and customer satisfaction by:

- > Providing a predictable monthly cost for managing your contact center
- > Minimizing costly downtime
- > Ensuring reliable access for users through proactive management tools
- > Reducing expenditures for internal support staff, management tools, and training
- > Maximizing the expense of maintaining multiple management solutions and vendors
- > Providing a scalable support model with predictable incremental costs as your infrastructure grows
- > Freeing you to focus on your core competencies, business goals, and the customer experience

## The Value And Expertise You Want

ConvergeOne is the long-time industry leader in the integration, operation, and optimization of state-of-the-art contact centers. In addition to providing a personalized approach to service, our highly trained, certified engineers and technicians represent a vast knowledge base, represent a vast knowledge base and are “crossed trained” amongst multiple manufacturers.

The ConvergeOne team is backed by resources including including our Managed Services Support Center (MSSC) and two redundant, state-of-the-art Network Operations Centers (NOCs) utilizing advanced tools and sophisticated processes. Together, they are at work 24x7x365 supporting millions of ports, mailboxes, and devices.

Leveraging all this expertise and professionalism, ConvergeOne Managed Services delivers a solution that is both cost-effective and tailored to your contact center needs.

**For additional information, visit [convergeone.com](http://convergeone.com), contact your ConvergeOne representative or call 888 321 6227.**

