

CONTACT CENTER SOLUTIONS EXCEPTIONAL AND SEAMLESS EXPERIENCES



THE CONTACT CENTER OPPORTUNITY

Contact centers are at the very heart of the customer engagement strategy and agents are the face of the organization. Agents must often manage numerous tools, communication channels, interfaces, and processes which can inevitably delay getting access to the right information quickly. Contact centers are additionally tasked with having to be reactive - waiting for a customer to reach out with an issue that needs to be resolved. Customers know what they want, how they want to connect, and want issues resolved the way they want them to be. Agents want to leverage information and technology to proactively meet customers' needs which ultimately improves their job satisfaction, reduces turnover rates, and increases customer retention and revenue.

DELIVERING BETTER EXPERIENCES

The contact center plays a critical role in impacting customer experience of organizations today, and many are prioritizing improvements to the customer experience as part of their digital transformation journey. ConvergeOne believes it is important to understand customers and give them a seamless service experience across every touchpoint. Great customer experiences must be proactive, minimize friction, maximize speed and efficiency, and provide timely human interactions when needed. Through a cloud-powered approach and people-first mindset, ConvergeOne helps organizations build loyalty, grow meaningful relationships, and drive sustainable growth.

CONVERGEONE CONTACT CENTER SERVICES

The ConvergeOne Contact Center portfolio offers an array of value-added services to help improve contact center performance and reliability, control cost, and increase customer experience and satisfaction.

- + **Contact Center as a Service** includes assessment, design, integration, migration, deployment, optimization, and adoption of cloud-based contact center solutions from leading manufacturers including Avaya, Cisco, and Genesys, NICE, Verint, and Calabrio. Features include many self-service options including Intelligent Virtual Agents (IVAs) and Interactive Voice Response (IVR) handling to omnichannel routing, and CRM integration. Workforce Engagement Management services are included and provide analytics for agent performance management, call and desktop recording, quality monitoring, and robotic process automation. ConvergeOne provides multiple deployment options including public, private, and hybrid tailored to the needs of mid-market, enterprise, and public sector customers.

- + **Contact Center Infrastructure Services** include assessment, design, integration, migration, deployment, optimization, and adoption for hybrid and on-premises contact center solutions from leading manufacturers including Avaya, Cisco, and Genesys. Services are provided across all interaction channels, including voice, chat, web, and social media. Customer profiles allow a holistic customer view and omnichannel interactions to eliminate interaction silos between departments.
- + **Communications Platform as a Service** is a cloud-based platform that provides all the backend infrastructure, proprietary apps, and interfaces needed to enable companies to add real-time communication features to their existing applications and business solutions. CPaaS connects businesses with their customers seamlessly using cross channel experiences with real-time communication (RTC) features like voice, video, and instant messaging. This highly customizable architecture uses microservices to customize the customer engagement, applies analytics to maximize the customer experience, and automates processes for voice, messaging, and AI. ConvergeOne's CPaaS solutions help customers deliver world-class communications experiences, create more effective customer interactions, and improve business processes.

HELPING CUSTOMERS

A provider of outsourced human resources (HR) solutions was in desperate need of upgrading their contact center environment. The ConvergeOne team engaged in an advisory process to review key business outcomes of functionality, compatibility, budget, security, and total cost of ownership which led saving of 5-20% allowing operational efficiency and putting them on a path for continued improvements from a cloud solution and kept them on a current version of technology. The company can now offer a modernized CX experience for their customers and agents to enhance the entire customer experience.

BENEFIT FROM OUR CONTACT CENTER EXPERTISE

- + Most experienced and awarded UC/CC system integrator in North America supporting 20% of all contact center seats in North America
- + 10+ years of CX experience and expertise
- + Fifteen-time Avaya Partner of the Year
- + Calabrio Select Partner 2022
- + Cisco Customer Experience Partner of the Year Award - 2021
- + Genesys Platinum Partner - 2021
- + NICE Preferred Partner 2022
- + Verint Premier Partner 2022

CUSTOMER ENGAGEMENT OPTIMIZATION SERVICES

ConvergeOne Contact Center Services help businesses maximize reliability and performance from their contact center solutions while keeping costs under control.

80

2021

Net Promoter Score

LEAVE THE DETAILS TO US

ConvergeOne Contact Center Service help businesses maximize reliability and performance from their contact center solutions while keeping costs under control.