



Core Competencies: Call Center Services

Call Center Management

- Workforce Management
- Workflow Management with Process Improvement
- Assessment of Knowledge Management Systems
- Call Recording of Agent Calls
- At Home Agents
- Incentives Management
- DR or Off-Hour Overflow Call Center search/selection & Integration

Call Center Software - Services

- Evaluation and Integration of Live Chat Service Including Suggestive Selling
- Evaluation and integration of customer email contacts
- Payment Card Industry (PCI) Assessment & Compliance
- Multiple Vendor ACD systems
- Call Center Portal Development with integration to service tickets
- Cloud Strategy Assessment, Design & Execution
- CTI Implementation with Analytics
- Predictive Outbound Dialer

Call Center Infrastructure

- PBX and ACD search, selection & implementation
- Complete Network and Firewall Capabilities
- Network Design and Application Architecture
- Breach Assistance
- Carrier Selection and Cost assessment
- Mobility & Wireless