



Contact Center Management Consulting Services Brief

Talentry, with services provided in partnership with Biz Meets Tech, is available to assist on your contact center initiative, large or small.

You need to separate the hype and the hope from what really provides business value. We provide practical guidance to help you:

- Reduce cost without hurting the customer experience
- Address technical and process issues that are impacting your customers and operation
- Bring new communication channels on board seamlessly
- Consolidate technology and/or operations of multiple contact centers
- Deliver on a new customer care strategy
- Select new technology while leveraging what you have
- Navigate the vendor jungle

There is no such thing as a “standard” call center. Type of business, types of calls, other channels, company culture, size, number of locations, existing technology, staff demographics – any analysis and recommendations must take all of these factors into account.

The engagement will be customized for your needs. It can consist of a combination of any of the elements on the next page.

Potential Engagements

Engagement	Description
Contact Center Infrastructure Change and Consolidation	<p>If you are embarking on an infrastructure change, we can help:</p> <ul style="list-style-type: none"> • Determine your preparedness for an infrastructure change, including for multisite and mixed vendor environments • Establish requirements for near and long term • Provide a basis for comparison between disparate offerings (different vendors, SaaS vs. premise, etc.) • Determine the true cost of implementation and the demands on the organization • Help you navigate the vendor world and act as your advocate • Help you avoid the “out-of-scope” trap that causes budget and schedules to be exceeded • Understand what process changes will be forced on your organization by choosing a specific solution
Translate Strategy into Action	<p>Based on your high level customer care strategy, develop practical action plans and roadmap. Involvement can range from acting as an early stage advisor, through being a key part of the entire project, depending on your needs.</p>
New Deployment Assistance	<p>For a new deployment that is not meeting your expectations, cut past the “blame game”, and:</p> <ul style="list-style-type: none"> • Separate the general frustration into discrete issues of requirements, initial expectations, implementation and training • Uncover process gaps introduced with the new deployment and provide system configuration and process change options to address these • Act as an expert advocate with the vendor • Develop a remediation plan
Technology Guidance and Selection	<p>Help you select the right technology across the entire basket of contact center/ unified communication technologies, taking into account your existing infrastructures and processes. Separate what will actually get used from the aspirations and hype. Identify the operational and process changes, and the ongoing people and financial commitments that will be needed.</p>
In House Tech Project Advisor	<p>Act as combined domain knowledge and technology expert when you are pursuing an “in house” development option for customer care/contact center.</p>
Project Analysis and Recovery	<p>For projects that are troubled, determine the true status, address all missing requirements, and provide an achievable recovery plan that works within the framework of the organization.</p>
Omnichannel	<p>Help you develop end user omnichannel experiences, select technology, develop profiles for staffing, set up workflows and processes, measure, and manage.</p>
Metrics and Analytics	<p>Depending on your current state, an engagement can range from validating the basics, to sophisticated customer centric analytics. The focus is on providing actionable data that is relevant to your business strategy and operations.</p>
Contact Center Improvement	<p>Perform an audit of your customer journey, processes, tools and technology. Prioritized list of recommendations, major steps, quick wins, estimated cost/effort and expected benefits are provided.</p>

Contact Center Background

We have worked with centers ranging from single locations of 20 people, to global “follow the sun” operations with thousands of agents.

Technologies, Process and Operations Skills

The list represents a sample of the skill set. Please enquire if you have a skill need that falls outside this list:

Area	Technologies
Contact Center/UC infrastructure Vendors	Cisco, Avaya, Mitel, 5Nines, 8x8, Nortel, NEC
Deployment Models	Premise, Managed Hosted, Cloud, Blend
Agent Models	Fixed desk, hoteling, home based
Channels	Voice, Email, Chat, SMS, Social, Manual
Contact Center and Unified Communications Technologies	ACD, Skills Based Routing, Universal Queue, IVR, CTI, Application integration, Call Recording, Screen Recording, Switched and VOIP telephony, SIP, WFM/ Scheduling, Quality Monitoring, Visual Queue, Voicemail, Metrics, Business Intelligence, Interaction History, Supervisory tools, Scripting, Wallboards/ Dashboards, Outbound dialers, Speech recognition, text-to-speech, etc.
Best Practices	Skills based routing, Metrics/Analytics, First Contact Resolution, channel blending, crossing channels, desktop optimization, IVR, supervision and coaching, detecting bad behavior
Compliance/Legal	Do Not Call, PCI-DSS, HiPPA, TSR, FDCPA, etc.
Business Verticals	We have worked with companies, large and small, in many business sectors. A subset includes finance, health care, manufacturing, entertainment, technology, hospitality and resorts, wholesale and retail, insurance, and utilities firms.
Desktop Applications	Salesforce, Microsoft Dynamics, Siebel, SAP, “Green Screen” (IBM 5250/3270), SharePoint, many industry vertical applications (medical, help desk, financial, accounting, etc).
Business Intelligence	SAP/Business Objects, QlikView, MicroStrategy
IT Infrastructure	Open source (full stack) and Microsoft stacks (including .NET, ASP.NET), MSSQL, MySQL, NoSQL DB, Content Management Systems, Virtualization, Networking, High Availability, Disaster Recovery, SOA, API centric architectures, Microservices, API enablement and integration platforms

Talentry, LLC., is a Technology Services firm, and we solve problems. After decades of working with companies like yours, we know the frustrations that come with VARs, developing software on time and budget, and hiring/retaining the best people. We founded Talentry to solve these problems, strengthen your technology, and save you money.

Email: contact@talentry.net

Phone: (619) 227-5858

Website: www.talentry.net

biz • **meets** • **tech**

Biz Meets Tech is a provider of Management Consulting that blends strategy, best practices, processes, and technology in customer care, contact center, unified communications, and web. Expert in business and technology, and skilled at bringing both together to arrive at an optimal solution.