



## CAPABILITIES SUMMARY

### CALL CENTER TO CONTACT CENTER MIGRATION

Spotswood Consulting can design a strategy and roadmap that will migrate your existing Call Center to a Contact Center with CTI, web integration, text, chat, email, and self-service along with utilizing various social media

### TELECOM

Spotswood Consulting has extensive experience with traditional telecom offerings along with VoIP. Our experience includes phone systems, voicemail, unified messaging, multi-site, global and telecommuting solutions. We can manage projects with existing systems (upgrades, add ons, new functionality, end of life) and new systems at new sites and/or replacement of

### CONTACT CENTER CONSULTING SOLUTIONS

- Assessment and Call Center Analytics
- Performance Management Reporting Solutions
- Routing: Computer Telephony Integration with PBX, Database Driven Rules Routing, and VoIP
- IVR: VXML Application Development, Emergency Notification, Reverse 911, Voice Recognition, Text to Speech, and Voice Biometrics.
- SOA Integration

## CALL CENTER CONSULTING

In the Call/Contact Center space Spotswood Consulting delivers solutions that focus on the optimal customer experience while reducing operational costs. Our technical expertise, delivery capabilities, and vendor independent approach give us the edge your company needs to operate at a higher level. Our consultants have decades of implementation experience with a full range of technology options that will fit your performance needs.

We begin with an audit seeking opportunities for leveraging your existing staff and technology through the lens of our People, Processes, and Technology method.

### People:

- Observe your agents and their interactions.
- Document functions established and needed.
- Note frustration points for staff and customers.
- Interview management, gather more data on successes and pain points.

### Processes:

- Compare current benchmark to best practices and objectives.
- Create plan for process improvement.

### Technology:

- Analyze technology for deficiencies and underutilization.
- Make recommendations for improvements.
- Work with client to develop a supremely useable and implementable plan that will maximize human capital, streamline processes, and ensure effective utilization of your technological investments.

The result is targeted operational efficiency and enhanced customer experience. . Many of our recommendations will include using what you currently have with some redesign that would require minimal investment. Other recommendations may include technology and human capital additions or extensive changes based on your needs and requests. In either case we will document for you the benefits of each recommendation, anticipated investment, and ROI.