

Call Center Technology Design/Selection

**Independent
Consultants
Specializing in
Call Centers, Contact
Centers and Customer
Relationship
Management (CRM).**

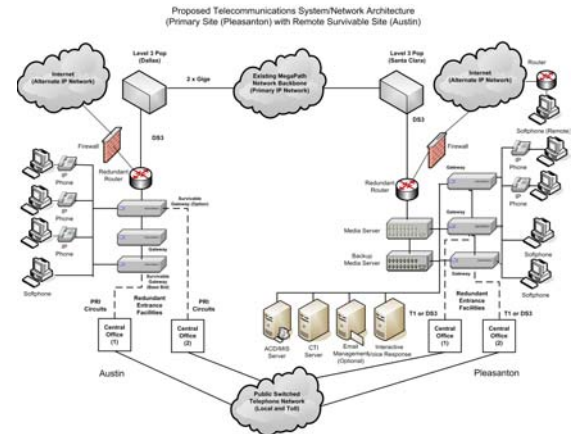
**Contact Center
Professionals, Inc.**

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Get The Most From Your Technology Investment

Technology costs can impact a modern contact center in different ways. When the wrong technologies are in use, the cost of operating a contact center can be back-breaking. In contrast, selecting and implementing the right technologies can create a finely-tuned, highly-efficient operation that



Contact Center Professionals (CCP) understands the importance of defining, selecting and implementing the right mix of technology. We also understand that technology is just one of many components that make up an effective customer service and support organization.

CCP provides a fresh, objective perspective to its clients, leveraging its experience and reputation as an industry leader. With decades of experience in call centers, contact centers and customer relationship management (CRM), we've managed to stay on top of the industry trends and its latest technologies. One of our greatest strengths is our objectivity, since we represent our client's needs and have no affiliation with the suppliers of call center systems, products or services. This objectivity allows us to make solid recommendations, resulting in higher client satisfaction and lower costs.

Our Approach

Over the years, we've developed an outstanding process for defining technology requirements, selecting the right vendor and overseeing system implementation. It reduces the overall project time frame, protects our clients from potential problems and results in successful projects. We'll be happy to tell you more about it.

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Technology Selection Services

CCP tailors its projects to meet the needs of each client. Therefore, it is unlikely that any two (2) projects will be identical. Following are just a few examples of the types of consulting services we provide and the various technologies with which we work.

Typical Consulting Services

- Requirements/Process Analysis and Definition
- Development of System Specifications
- Identification of Qualified Vendors
- RFP (Request for Proposal) Development and Management
- Proposal Analysis
- Vendor Selection
- Project Management

System/Technology Types:

- Interactive Voice Response Systems
- Speech Recognition
- Automatic Call Distributors (traditional and VoIP)
- Workforce Management Systems
- Quality Monitoring Systems
- Computer-Telephone Integration (CTI)
- Internet/Contact Center Integration
- Multi-Site Network Routing Systems
- Desktop Applications

Over the years, we've demonstrated our ability to listen to our clients and to translate their needs into reliable and proven system designs, provided by capable vendors. We will be very happy to tailor a consulting program designed to meet your requirements.

CCP offers a wide array of consulting services designed to improve call center performance at the most affordable costs. For more information on our Technology Selection or other consulting services we offer our clients, please feel free to contact us.