Omni-Channel Cloud Contact Center
E-Guide: A Must Read Powerful Purchasing Guide
Forward Thinking

Many companies are attempting to shift their operating model to improve value and customer experience in their contact centers. Unfortunately, many are leaving value on the table by continuing to operate in the traditional way.

Forward-thinking customer service and channel managers can create an immediate impact and a long-term advantage by considering and selecting the best cloud contact center provider.

It is a win-win partnership!

The Future of Customer Interaction

As traditional contact centers become their own barrier to success, this short, but powerful e-guide sheds light on factors affecting your current contact center performance, warn you of some pitfalls encountered in the selection process and highlight the recommended process companies should adhere to when selecting the best provider to fit their needs.
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When you’re in the market for a new cloud multimedia contact center, you must consider the terms of a current contract that you are already in.

1) **Review** your existing contract including terms and conditions and expiration date
2) **Understand** the potential cancellation fees that may apply for early termination
3) **Determine** the required timeline for your notice of termination
4) **Develop** a cost analysis and assess growing needs with stakeholders to determine if the time is right to upgrade
5) **Inform** all stakeholders and decision makers of intentions and findings to reach a consensus
6) **Communicate** and keep the migration project key stakeholders involved at all times
Most traditional on premise contact centers face similar challenges prior to upgrading to a cloud-based multimedia solution. Gather feedback from all team managers to understand each group’s challenges and come together with the key stakeholders to review and prioritize accordingly.

Major Challenges Faced by the Call Center Industry

- Lack of Desktop Tools
- Insufficient Core Technology
- Lack of Cross-Departmental Collaboration
- High Attrition Rate
- Inability to Achieve Service Levels
- Limited Budget
- High Abandon Rate
- Reduced First Call Resolution Rates
- Limited Multi-Channel Communication
- Insufficient Performance Tools
- Challenged Resource Planning
- Increasing Client Expectations
Now that you know you’re ready for an upgrade, you understand your existing challenges that need to be addressed and the tools to resolve those issues, it’s time to research your vendor options.

- Search online for solutions based on key functionality requirements you have identified
- Visit vendor testimonial pages and read through case studies
- Search for recent and past news related articles to determine financial stability of vendor
- Consider reaching out to colleagues for recommendations and referrals
- Explore online reviews and determine long term customer satisfaction
- Select your top 3 vendors
Once you have narrowed down your top 3 choices that you believe can offer you the best multimedia contact center solution to fit your needs, it’s time to vet the vendors.

Below is a checklist of requirements your vendor should meet before you make a selection.

☑ Assigns a designated account executive
☑ Arranges an online or onsite demo
☑ Assesses current contact center functionality
☑ Listens carefully to challenges and proposes resolutions
☑ Makes customer references and testimonials available
☑ Discusses current promotions to be qualified for
☑ Offers free upgrade and feature enhancements
☑ Guarantees 24/7 US-based customer support
☑ Compares offerings to competitors in question
☑ Provides a Total Cost of Ownership analysis
☑ Delivers a Service Level Agreement
☑ Offers a comprehensive quote document
Feature and Functionality Requirements

Multimedia Cloud Contact Centers offer omnipresent technology that has led to dramatic changes in how consumers interact with enterprises. Identify critical features and functionalities required to achieve the ultimate customer experience (CX) and promote operational goals and efficiencies for agents and supervisors.

A modern contact center to open innovation

Success lies in quickly moving to a modern cloud contact center that looks beyond simple quality metrics and nurtures a constructive, dialogue-driven buyer-vendor relationship, focused on improving performance as well as contributing expertise in digital service and customer experience management.

Understand your customer needs and customize your solution

- PC and Web Client
- Software Integration
- Softphone
- Capabilities
- Analytical Reporting
- Call Recording
- Queue Status Monitoring
- Multi-channel platform
- Email, SMS and Voice Queuing
- Call Monitoring
- Call Barging
- Voice ACD Agent
- Multimedia ACD Agent
- Real-time and historical reporting
- Automatic Routing
- Interactive Voice-Response (IVR)
Conclusion

Shifting to Proactivity

In addition to focusing on adding value and reducing costs, a cloud contact center shifts your reactive service and support model to a proactive, analytics-enabled and multimedia interactive model that builds customer loyalty, offers service upgrades and anticipates/resolves customer issues before they occur.

Today’s enterprises are faced with a complex marketplace that requires companies to adapt quickly to an ever-evolving customer-centric multimedia environment. Consumer expectations are growing at a rapid rate and companies must be able to evolve and deliver on technological infrastructures that meet consumer demands.

UniVoIP’s enterprise grade UCaaS solutions offer a 100% scalable multimedia cloud contact center that makes it possible for companies to efficiently provide service to customers on their media channel of choice while maintaining service levels across all media types.

With advanced productivity tools, agents and supervisors monitor and manage with real-time, historical and lifecycle reporting so that companies can deliver a five-star customer service experience.

For more information visit www.univoip.com or call (855) UNIVOIP