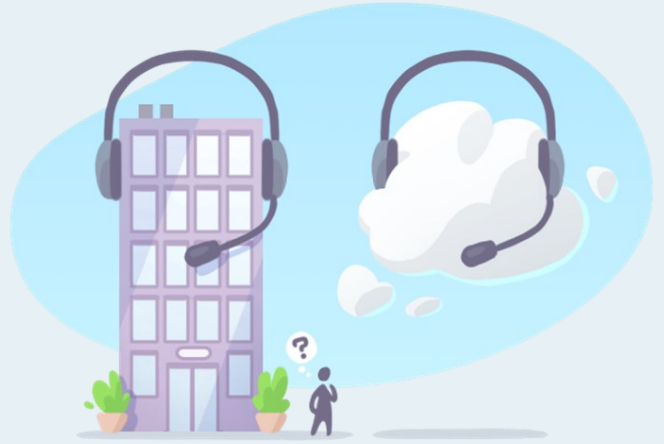




CONTACT CENTRE — COUNSELLORS —



Is your Contact Centre moving to the Cloud?

Are you about to delegate your team the task of moving the front door of your business to the cloud?

Have you been tasked with making it happen?

Are you not sure if anyone in the organization is up to it?

Where do you start?

What vendor do you choose?

What do you need?

Contact Centre Counsellors can facilitate your navigation through this maze of complexity via an evidence-based process.

We facilitate the best outcome!

6 Proven Steps to Cloud Transformation

Start

Gap Analysis

We walk you through a thorough checklist covering goals, strategy, business requirements of UC and CC, metrics used, and current vs future state.

Go to Market

Effective and efficient communication of your requirements to a targeted group of appropriate Vendors, Carriers and potential Integrators is critical. This ensures you get the most appropriate solution proposed for your consideration

Implement

Armed with all this new information and skill set, you are now prepared to manage your team through this period of tremendous change. Afterall, you are replacing the whole front door of your business. If you and your team are too busy running the day-to-day business, don't worry, we can work with you side-by-side managing the project.

High Level Architecture

We work with you to design your future state architecture best suited to your business/operation/service.

Select

Logical selection between two or more technically complex proposals can be daunting without a robust process and tools for screening. We show you how to prioritise, rate, trial and ultimately negotiate the best deal.

Measure Success

Functional analysis of past, present and future trends is required to manage performance, facilitate growth and prepare for changes in your business.

Success

ABOUT CONTACT CENTRE COUNSELLORS

Contact Centre Counsellors is owned by UCA (UC Architects Pty Ltd) - ABN: 41 622 880 246

UCA is an independent consulting company providing expertise in

Unified Communications, Contact Centres and surrounding technologies including Advanced Analytics

For more information, book a free introductory consultation at <https://www.metricsoutlet.com/>

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