



The contact center is the focal point for customer interactions in many organizations, and thus a critical factor in optimizing the customer experience. Although most customers use the telephone to contact companies, a growing number prefer to do business by email, texting, chat, and mobile and social applications. Organizations must go beyond the traditional “call center” toward a fully integrated contact center that creates a consistent experience across these communications channels.

ProSys offers a comprehensive contact center solution suite featuring technology from Cisco and its ecosystem partners. ProSys overlays these solutions with full lifecycle services — including assessment, design, engineering, implementation and support. ProSys also offers 24x7 managed services featuring remote monitoring and management of the contact center environment.



**THE RIGHT
EXPERTISE**

ProSys engineers have completed contact center projects ranging from five agents to 50,000 agents. Their expertise spans both the technology and the operational and business aspects of call center implementations. Each project includes discovery sessions that enable the ProSys team to gain an understanding of how the customer does business and the unique set of technical and operational requirements of each project. ProSys has a proven track record of success architecting contact center solutions that fully meet the customer’s business objectives.



THE RIGHT PARTNERSHIPS

ProSys is a Cisco Gold Certified Partner and a Cisco Advanced Technology Partner for Unified Contact Center Enterprise and Unified Customer Voice Portal. ProSys engineers have also achieved the Cisco Master Unified Communications Specialization, Advanced TelePresence Specialization and Collaboration Architecture Specialization.

Cisco Unified Contact Center Enterprise provides all the components of a distributed contact center infrastructure, including intelligent contact routing and treatment. Integration of voice applications with real-time chat, web collaboration, email and other communications channels enables one agent to support multiple interactions simultaneously, with management based upon almost any contact attribute.

Other features include:

- Comprehensive customer profiles and segmentation
- Resource monitoring
- Routing of contacts to the most appropriate resource based upon real-time conditions
- Integrated presence for increased performance and expertise

Cisco Unified Customer Voice Portal is a customer self-service tool that delivers personalized voice and video applications rather than frustrating menu trees. If the customer requests live agent assistance, Unified Customer Voice Portal places the call in the queue and transfers information given by the customer to the agent for a seamless customer service experience.



THE RIGHT DATA

Reporting has always been a key component of any contact center solution. As the contact center moves toward more complex interactions involving multiple communications channels, accurate reporting has become even more vital.

Cisco Unified Intelligence Center is a web-based reporting tool that provides real-time and historical data for Cisco Unified Contact Center Enterprise and Customer Voice Portal. It allows contact center supervisors and business users to report on the details of every contact across all channels from one interface. Dashboards can be customized to provide a variety of views with configurable thresholds and refresh rates.



THE RIGHT SUPPORT

ProSys provides a unique managed services offering tailored to the contact center environment. ProSys Network Operations Center (NOC) personnel remotely monitor and manage all aspects of the customer's contact center environment, and perform proactive maintenance and problem remediation to maximize system availability and performance. The ProSys NOC is staffed with Cisco-certified technicians who can rapidly troubleshoot Level 1 support calls, with seamless escalation to contact center experts as needed for Level 2 support issues. Level 3 support calls are handled by ProSys solution architects who engage Cisco personnel as needed to resolve the issue.