

## IS YOUR CONTACT CENTER DRIVING BUSINESS OUTCOMES?

Support service for a single product or application is common and easy to find, as many vendors support their own applications. But today's contact centers depend on a broad mix of interfaced and inter-dependent applications, including:

### Omni-Channel Routing

- / Voice (inbound/outbound)
- / Mobile applications
- / Web chat, IM/SMS
- / Click-to-talk/Click-to-video
- / Social media
- / Web applications
- / Reporting and big data

### Workforce Optimization

- / Call and desktop recording
- / Quality monitoring
- / Workforce management
- / Speech and desktop analytics

### Self-Service

- / Interactive voice response (IVR)
- / Integrated self-service applications
- / Text-to-speech
- / Natural language processing
- / Voice recognition

SPS understands that CC operators must ensure that every application in the contact center is functioning with every other application — providing a positive experience for every customer.

Delivering business results in an ever-changing environment is tough! When all applications are up and running, a simple configuration change or patch can cause critical integration issues and poor outcomes. Fixing one thing can break others. Cause-and-effect may be separated by integrations, preventing a single vendor from identifying faults and resolving issues.

Managing outcomes for your entire suite of CC applications requires a broader scope of knowledge and skills. It takes a team of professionals who understand every part of your environment to drive business outcomes for your many constituencies. It's not just a question of whether calls are getting through.

The question is, are your CC applications delivering the intended experience to meet your ever-changing business requirements?



## Managed Services for your Contact Center Environment

As a leading systems integrator for contact centers and unified communications, SPS understands that, when your applications don't work as intended, your organization loses money. Our team of multi-platform experts is uniquely qualified to manage, support, and keep your contact center up and running, with real-world CC technical and operational experience.

Specific knowledge and management practices are essential to the health of every CC environment. Specializing in multi-vendor environments gives SPS the edge in identifying the tough issues. SPS Contact Center Managed Services make it possible for any organization to enjoy market-leading availability and performance that meets their changing business requirements.

### MULTI-VENDOR TECHNICAL SERVICE DESK

*(Standard)* Because SPS technical experts are broadly experienced on multiple platforms, they can serve as a single point-of-contact to rapidly identify faults, coordinate vendor response, and ensure accountability in issue resolution. SPS follows ITIL best practices to quickly identify and remediate incidents, restoring service as quickly as possible. Incident reports can also be initiated by contacting the SPS Technical Service Center via email or a toll-free phone call. *(Addresses ITIL Service Operation: Incident Management process.)*

### iCON EVENT MONITORING AND MANAGEMENT



*(Standard)* Monitoring and management are essential to keeping your systems optimized and highly available. SPS provides advanced monitoring and management for an extensive list of CC applications and infrastructure. Proactive monitoring and pinpoint troubleshooting minimize the time needed to solve complex performance issues. Proprietary orchestration capabilities filter out redundant messages to keep the focus on identifying and resolving actionable issues. Data collection, analysis, and reporting facilitate resolution of intermittent and transient events. Intelligent automation helps resolve many issues before they become service-affecting, drastically reducing downtime. *(Addresses ITIL Service Operation: Event Management process.)*



### MINOR RELEASE MANAGEMENT

*(Standard)* Out-of-date software, firmware, and incorrectly-applied patches can lead to prolonged outages, security issues, and hard-to-diagnose performance problems. SPS experts use an ITIL-based approach to proactively perform these time-consuming and complex tasks on a regular basis, so your systems always benefit from the latest dot releases and patches. *(Addresses ITIL Service Transition: Release and Deployment Management.)*

### PROACTIVE OPTIMIZATION

*(Standard)* An SPS remote engineer periodically reviews the state of your CC applications with your staff — including performance monitoring and resource utilization events, root causes identified, and recommendations to address any severe issues. Configuration and performance are compared with industry best practices to make the most of your environment. Usage and growth trends support planning and scaling decisions. *(Addresses ITIL Continual Service Improvement process.)*

### CONFIGURATION MANAGEMENT AND MACD

*(Optional)* Correct configuration is essential to the stability of integrated applications. But business needs are fluid, prompting essential configuration changes in your systems. Incorrect configurations can go unnoticed for months, until an unexpected dependency wreaks havoc on your contact center. Periodic review by SPS multi-platform experts can catch configuration conflicts before they cause problems. This offer also includes help with day-to-day configuration tasks like user Move, Add, Change, and Delete. *(Addresses ITIL Service Operation: Request Fulfillment and Access Management processes.)*

SPS Contact Center Managed Services can be customized by adding other SPS Managed Service offers. It's all part of the SPS approach to optimize solution performance and avoid system outages. Save time, save money, eliminate finger-pointing, and resolve small issues before they become service-affecting — all while freeing staff time to focus on optimizing user productivity, new projects, and other priorities!

Let SPS show you how to

## OPTIMIZE your CONTACT CENTER APPLICATIONS

Contact SPS today at [www.spscom.com](http://www.spscom.com) or call 888-777-7280

**SPS** / Integrate. Collaborate. Accelerate.

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