

Enterprise Contact Center Operations (ECCO)



Enabling seamless customer experience, Contact Center is a critical component for operating call centers for telephony and omni-channel support. The equipment, software, and services that act as the foundation for the modern contact center platform are used for Customer Service, Collections, Marketing, Sales, eCommerce, and Help Desks.

This modern contact center solution enables customer, partner, and employee collaboration across multiple channels through the use of intelligent contact routing, chat, email, SMS, speech, and contextual services. It combines omni-channel Automatic Call Distributor (ACD) functions and Interactive Voice Response (IVR) in a unified collaborations solution, enabling your company to better meet customer requirements for services and support.

Voice continues to be the most common way people reach out for service. At the start of the 21st century, companies saw the adoption of customer email and web interaction. Social media now gives customers a platform to voice their concerns regarding products and services. All of these interactions have generated an enormous amount of customer data. This new data combined with advances in computational power has been a driving force for machine learning and natural language to start simulating human-like conversational interaction and contextual dialogues. Conversational AI technologies are now being leveraged on multiple interaction channels to deliver an improved customer experience. You can better build and manage your brand by providing seamless communication across public and private channels.

SERVICE OVERVIEW

Presidio approaches contact center support by focusing on the business of customer engagement as opposed to providing clients with a purely technical solution that only ensures infrastructure and services are functional. The Presidio ECCO offering is a suite of services and

technologies that help ensure the holistic health of a contact center. This is done by providing both unique monitoring and unique services that work with our clients to maintain an optimal customer experience for their customers and citizens.

ECCO managed services are provided by a team of highly skilled engineers that deploy and manage cutting-edge contact center infrastructure tools and applications. What makes Presidio's ECCO service unique are the types of services provided. Included in standard offerings are health-checks, external customer experience (CX) testing, troubleshooting, scripting, MACDs, and administrative changes.

As a key offering within Presidio's ECCO on-premises portfolio is a purpose-built monitoring and testing solution. This solution enables organizations to monitor the application and services environment while also monitoring call-flows, integrations, agents, and carrier availability. This technology is the first in the industry to combine monitoring with synthetic transactions (CX testing), speech services, and log aggregation to minimize mean-time-to-resolution (MTTR) and maximize uptime. Presidio's ECCO portfolio leverages this software solution at an affordable price while also benefiting from the increased efficiency for contact center personnel and an improved customer experience for your customers.

We help clients unlock the unlimited potential of a completely connected world.

KEY BENEFITS

Presidio Managed Collaboration Services enable you to:

- ◆ Accelerate adoption of new technologies
- ◆ Reduce operational costs
- ◆ Improve risk management & security
- ◆ Enable IT to focus more time on strategic priorities
- ◆ Boost IT productivity & service quality

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SERVICE CAPABILITIES

The Presidio ECCO service provides the following standard service capabilities:

- ◆ Customer Portal
- ◆ Service Desk
- ◆ Synthetic Transactions (On-Premises)
- ◆ Call Flow Monitoring
- ◆ Agent Monitoring
- ◆ System Health Checks
- ◆ System Performance Reporting
- ◆ Event Alert and Notification
- ◆ Service Performance Review

OPTIONAL SERVICES

- ◆ Custom Reporting
- ◆ Customer Experience testing (Cloud)
- ◆ Smart Hands
- ◆ Proactive Service Advisor
- ◆ On-Site Engineer

MANAGED SOLUTIONS

The following solutions are covered under this service:

- ◆ Cisco Webex Contact Center
- ◆ Cisco Webex Contact Center Enterprise
- ◆ Cisco Contact Center Enterprise
- ◆ Cisco Contact Center Express
- ◆ Google Contact Center Artificial Intelligence (CCAI)
- ◆ Amazon Connect and Integrated AWS Solutions
- ◆ Twilio Flex and Twilio Collaboration Solutions

MANAGED TECHNOLOGIES

The following components are covered under this service:

- ◆ Contact Center and Telephony Infrastructure
- ◆ Contact Center Security Suite
- ◆ Omni-Channel Platform
- ◆ Speech Services
- ◆ Agent Assist
- ◆ Chat/Voice Bots
- ◆ Virtual Agents
- ◆ Workforce Optimization
- ◆ Self-Service IVR Platform

- ◆ Connectors/Integrations
- ◆ Outbound Dialing/Proactive Interactions
- ◆ Email
- ◆ Web chat
- ◆ Social media

MANAGED SERVICES FRAMEWORK AND APPROACH

Presidio's approach is based on operational ITIL process areas providing structure and common language for the development, delivery, and management of IT services. These foundations allow Presidio to tailor each customer's requirements according to industry standards.

At the core of our Managed Services organization, is our global Delivery Center and Service Desk. Our service desk team underpins all our services, 24 hours a day, 7 days a week, ensuring that when incidents arise, you have someone standing by to help. To ensure that all of the technology and operational activities are effectively managed, regardless of the time of day, we staff our service desk with three tiers of expertise around the clock, allowing you to rest comfortably that experts are actively managing your critical assets.

WHY PRESIDIO

Presidio Managed Services address day-to-day IT management needs, enabling your internal IT staff to better focus on strategic initiatives. We provide rich infrastructure monitoring, robust solution management, and comprehensive lifecycle services helping you deliver specific business outcomes. Our managed service offerings help you overcome the critical challenges associated with people, process and technology, while providing your business with flexibility, elasticity and reliability.

We are not just trusted partners; we enable new thinking. For more information please contact us at: managementservicesales@presidio.com
