

Data Sheet

TECHNOLOGY INNOVATION SOLUTIONS Premise Contact Center



In addition to the Cisco[®] contact center platform, you get systems integration, managed services, and icApplications that enhance efficiency and effectiveness.

Overview

For companies with existing hardware investments and strategic needs for on-premise technology environments, eLoyalty provides comprehensive technologies and support for any contact center. Get an end-to-end solution from a single partner that provides everything from assessment, systems design and integration, to managed services.

When you partner with eLoyalty, you get more than just Cisco[®] on-premise contact center technology. The Premise Contact Center will be integrated with existing technologies and can be customized with your choice of 10 icApplications for streamlined operations. Plus, you can choose from three different levels of managed services to simplify system maintenance.

The Premise Contact Center includes:

- Cisco Unified Contact Center Enterprise (UCCE/CVP/UC) product suite
- Your choice of three different managed services bundles
- icApplications customized for your needs
- Systems integration for seamless operation

Features and Benefits

You don't need to stitch together multiple technologies and vendors to get comprehensive contact center solutions. A single partnership will deliver technology solutions, system integration, and managed services.

- Reduce total cost of ownership (TCO)—eLoyalty's time-tested and proven deployment model decreases implementation costs, reduces carrier charges, decreases maintenance and support costs, and accelerates time to benefit.
- Minimize risk—eLoyalty has in-depth technical experience in advanced contact center solutions and uses an active engagement model to stay aligned with your objectives.
- Optimize deployment timeframes—eLoyalty uses industry and technology best practices and has seasoned professionals, many with over 20 years of experience in contact center technologies.
- Maximize effectiveness—Services focus on fast implementation, operational excellence, and complete knowledge transfer.

Extend Cisco technology with icApplications for fault monitoring, call routing and scheduling, virtual queuing, list management, reports, and more.

- Reduce carrier charges—The system allows you to migrate network prompting to your data centers to reduce operational costs.

Managed Services

Get high availability through 24x7 managed services. Proactive performance monitoring and comprehensive service options provide support for both Cisco-specific and multi-vendor environments.

You can choose from three support bundles, icPrime, icProactive and icPremise, which include:

- Product break/fix maintenance
- icAlert fault monitoring to proactively identify application issues
- icVue performance monitoring to ensure optimal platform performance
- A single point of contact across your contact center architecture
- Team support to assist your IT department with non-break/fix activities until they feel comfortable managing day-to-day activity
- An option for comprehensive managed premise services

icApplications

icApplications are optional, add-on technologies that maximize contact center efficiency and real-time operational control in areas such as:

- Call routing and scheduling
- Virtual queuing
- List management for outbound dialing
- Reporting and analytics data mart
- Agent desktop with computer telephony integration (CTI)
- Metrics reporting
- Recording audio messages
- Integrated, virtualized store operations

Extended Capabilities

Expand the Premise Contact Center product with solution enhancements that create efficient, multichannel customer experiences.

- Customer Interaction Suite: Build a multichannel customer interaction platform with inbound and outbound voice, chat, e-mail, mobile/SMS, social and customer relationship management (CRM) technologies.
- Self-Service Suite: Empower customers and optimize costs with web self-service technology, interactive voice response (IVR) systems, automated customer notifications and customer satisfaction surveys.
- Workforce Optimization Suite: Enhance productivity throughout the agent life cycle using desktop automation, CTI, knowledge management, TeleTech@Home®, and the latest learning technologies.

Related Products and Services

- Customer Interaction Suite
- Self-Service Suite
- Workforce Optimization Suite
- Cloud Contact Center: Enterprise
- Cloud Contact Center: SMB

Uses

Large companies across every industry choose the Premise Contact Center to replace or expand existing IT investments with the latest technology capabilities. They leverage the Premise Contact Center to serve small and enterprise-level needs ranging from 50 to 10,000+ agents across the country and around the world. The Premise Contact Center can be used with onsite agents or with virtual, at-home agents, and it works with both basic voice-only contact centers as well as with full multichannel environments. Additionally, eLoyalty offers cloud and hybrid technology solutions to help companies migrate from on-premise to cloud-based systems or implement a hybrid delivery model.

The Premise Contact Center is an enterprise-level solution for companies that:

- Have large customer service or sales requirements and would prefer to keep contact center infrastructure in-house
- Need control over applications and require a high degree of application customization
- Need to leverage existing IT investments
- Have strict regulatory and compliance requirements

The Premise Contact Center is flexible and can be used for a variety of business situations:

- 50 to 10,000+ agents or seats
- One contact center or multiple contact centers and branch locations
- Onsite agents and virtual agents
- Basic voice-only contact centers as well as full multichannel contact centers
- Upgrades and enhancements or full replacement and green-field deployments

Key Differentiators

- Customized Cisco solutions—icApplications extend the Cisco UCCE suite to enhance efficiency and optimize operations.
- Multiple service support options—Choose from a variety of managed services ranging from simple to comprehensive and even à la carte services.
- Level-one through level-three support—eLoyalty's in-house services handle 94 percent of all Cisco incident-related calls, so your concern will be addressed quickly and efficiently.

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- Certified Cisco Partner—eLoyalty holds Cisco certifications in the following areas: Advanced Technology Partner for Contact Center Enterprise and Customer Voice Portal, and Advanced Data Center Architecture Specialization.
- Strategies for change—eLoyalty provides consulting and a roadmap for contact centers that want to migrate from on-premise to cloud-based technology.

Why eLoyalty, a TeleTech Company?

eLoyalty has expertise in designing, building and remotely managing advanced contact center solutions. With our on-premise technologies, we have installed over 100,000 contact center seats and currently support 70 Global 1000 companies. eLoyalty's cloud technology utilizes TeleTech's GigaPOP® cloud infrastructure, which lands calls from over 90 countries, supports customers in six continents in 30 languages and handles 3.5 million customer interactions, 6.8 million VoIP minutes and over 245,000 communication interactions per day. Our cloud technology experts have deployed over 150,000 licensed seats and manage over 50,000 concurrent users daily.

More Information

Please see our website for additional details on our full suite of Technology Innovation solutions. www.teletech.com/solutions/technology-innovation

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