



Datasheet Servicios

inConcert Software Solutions

Professional Services



inConcert professional services turn your technology investment into customized solutions for your contact center so you reach your business goals.

Using methodology developed over the past 15 years and on hundreds of successful projects, our technicians identify your challenges, understand your needs and anticipate risks, working with your personnel to deliver turnkey solutions that meet your expectations.

Overview

Areas of implementation.

No matter what the size of your project, we provide professional implementation services in a diversity of areas, including:

- Installation and configuration of inConcert software.
- Customizing of your contact center operations.
- Integration with networks and telecommunications.
- Development of IVR applications.
- Development of business applications.
- Systems integration.
- Process automation.

Tailor-made plans.

Your contact center has specific operational needs and our technology allows you to develop unique plans that are customized to each need.

The timing of the delivery of a project depends upon the details of your operation. Generally speaking, implementation can take from several days for simpler projects to several months for more complex situations. No matter what the case, the implementation plan is supervised personally by an inConcert project leader who ensures your project is completed within defined expectations and the agreed-upon timeframe.

Implementation process.

Thanks to the hundreds of successful projects we've performed, we've developed a solid and proven methodology for delivering turnkey solutions that are aligned with your expectations and delivered in the least amount of time possible. Working together with your technical and operational personnel, our project engineers follow a step-by-step implementation process.

Paso 1. Definition

Esta modalidad de capacitación es ideal para quienes prefieren adquirir conocimientos a su propio ritmo desde su oficina u hogar. Incluye material audiovisual teórico-práctico y una prueba de aptitud.

- Identification of your business objectives.
- Interpretation of operational needs.
- Definition of the metrics to be used to measure the project success.
- Documentation of the project reach.

Paso 2. Verification

Verification of all of the resources necessary for implementation, confirming their availability, including:

- Information.
- Infraestructure.
- Connectivity.
- Human resources.

Paso 3. Imprementation

- Configuration and tailoring of the solution in accordance with the documented requirements.
- Installation of inConcert software.

Paso 4. Training

- Training of internal trainers to use the interfaces that will be used by the system users.
- Training on the use of the tailored applications that are within the project scope.
- Technical training for development of any needed applications.

Paso 5. Validation

- Testing and validation that the solution delivered meets the documented requirements.
- Acceptance of the project delivery.

Paso 6. Go live

- Final check list.
- Support dedicated to the implementation team assigned to the project.

Paso 7. Optimization

- Resources dedicated to monitoring the operation.
- Support for the correct use of the platform with recommendations on how to achieve its maximum benefits.
- Execution of the adjustments necessary for improving the system's performance.



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inConcert delivers full-IP, premise-based and hosted, cross-industry, all-included contact-center solutions, which help organizations to increase productivity, decrease operational costs, and earn customer loyalty. Each solution is customized using our proprietary contact-center software, specialized systems integration technology and professional services.

For more information, please visit www.inConcertCC.com