PIVOT

CUSTOMER EXPERIENCE

Helping Organizations Leverage the Contact Center to Enhance the Customer Experience across All Communications Channels.

PIVOT'S UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full lifecycle of our customer's technology investments.

SERVICE CHANNELS

- Integration
- Professional
- Deployment
- Workforce
- Managed

SOLUTION DISCIPLINES

- Workplace Experience
- Application Modernization
- Network Optimization
- Security Fortification
- Cloud & Datacenter Transformation
- Customer Experience

SERVICES VALUE STREAM

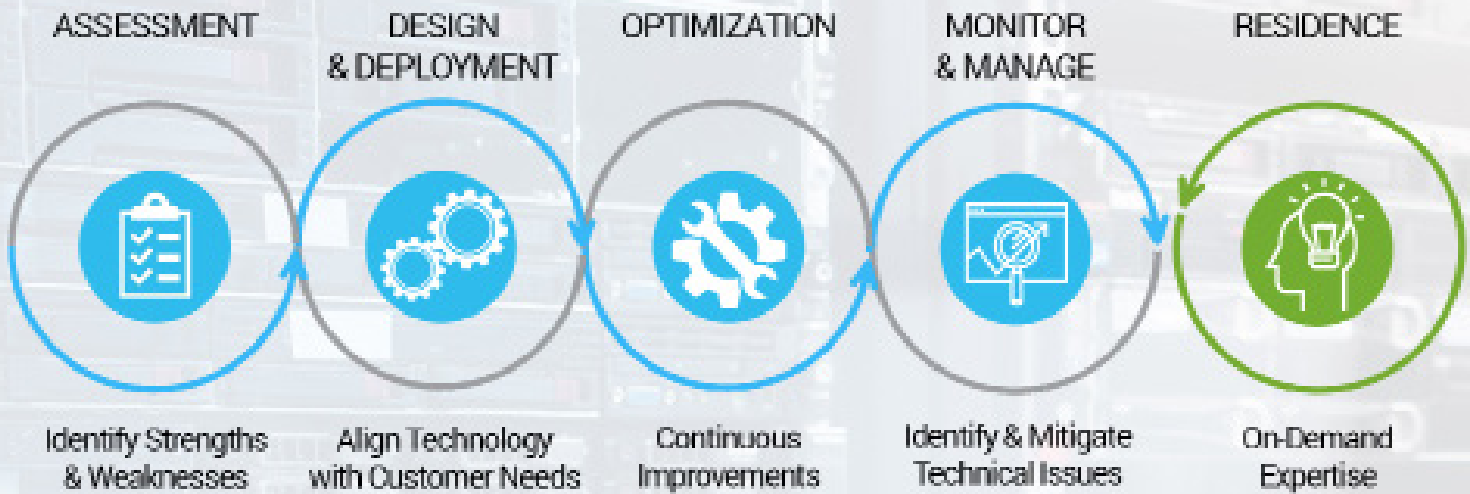Assess → Design → Implement → Manage → Optimize

The customer experience has become a key focus of organizations in virtually every industry. Defined by Gartner as "the customer's perceptions and related feelings caused by the one-off and cumulative effect of interactions" with an organization, the customer experience can be a true differentiator for companies that are able to consistently meet or exceed expectations.

Although the customer experience involves an organization's website, social media content, mobile apps and more, the contact center is a natural focus. Organizations need a contact center platform that supports and enables interactions across all communication channels, and uses automation and self-service to streamline the fulfillment of customer requests. Forward-thinking organizations are also incorporating artificial intelligence (AI) and other advanced technologies to deliver a differentiated experience.

However, many organizations are saddled with legacy contact center solutions that lack the agility to meet ever-changing customer demands. New communication channels are often "bolted on," creating a disjointed experience that frustrates both agents and customers.

The Pivot Technology Services Customer Experience practice provides insight and technology leadership that enables organizations to adapt to these changing market conditions. Recognizing that 85 percent of customer interactions flow through the contact center, Pivot helps organizations transform their contact center platforms into a strategic corporate asset that creates competitive advantages.

CUSTOMER EXPERIENCE FRAMEWORK

ASSESSMENT	DESIGN & DEPLOYMENT	OPTIMIZATION	MONITOR & MANAGE	RESIDENCE
Identify Strengths & Weaknesses	Align Technology with Customer Needs	Continuous Improvements	Identify & Mitigate Technical Issues	On-Demand Expertise

Pivot's team of contact center experts have extensive experience in the design and implementation of omnichannel solutions that fully integrate voice, chat, text messaging, email and social media channels, and leverage chatbots and AI-based interactive voice response (IVR). These solutions are backed by 24x7 monitoring and proactive support along with ongoing optimization to ensure a high-quality customer experience.

SOLUTION SUMMARY

Pivot's Customer Experience practice delivers a comprehensive suite of services that help organizations utilize their contact center to maximize the value of every customer interaction:

Assessment. Pivot can conduct an overall system health check and analyze various KPIs and metrics, including average speed of answer, time in queue, abandonment rate, call handling time and first call resolution. The Pivot team helps organizations understand their current capabilities and develop a plan for better leveraging existing investments to optimize their contact center processes and integrating new technologies to achieve their customer experience goals.

Design and Deployment. Pivot designs and architects a holistic contact center environment that enables the intelligent routing of customer contacts across all communications channels. Pivot can help organizations take advantage of highly reliable and feature-rich cloud contact center solutions, and assist in the design and

development of customer self-service tools. Once the architecture is in place, the Pivot team develops an implementation and migration plan that minimizes business disruption and accelerates time-to-value.

Optimization. As contact center technologies continue to evolve to meet changing customer expectations, Pivot helps organizations continually optimize their environment by adding functionality or modifying the design to further enhance the customer experience. Pivot also provides testing services to determine if the contact center architecture is capable of supporting workload demands.

Monitor and Manage. The Pivot team includes highly skilled and certified personnel who use well-defined processes and best-of-breed technologies to monitor and maintain the contact center environment. Pivot can also provide first-call support for industry-leading contact center platforms across multiple locations and business units.

Residence. The implementation of advanced contact center technologies can create skills gaps that are difficult to fill. Pivot can provide engineering talent for short- and long-term engagements to help customize the contact center platform and integrate it into workflows. These resources are backed by Pivot's contact center practice and IT Operations-as-a-Service tools.