



# Contact Center Modernization Evaluation Workshop

## Develop the right strategy to optimize your contact center operations

If you are looking to modernize your customer service operations, this workshop is a must.

Successful companies understand that today's consumers are better connected than ever and expect a consistent experience via their preferred channels of communication. To meet these demands, companies can no longer rely on highly-customized, on-premises legacy systems – they need scalable, connected technology that gives them a complete view of the customer and takes them from reactive to proactive service, driving more meaningful customer engagement.

To ensure a successful transformation of contact center operations, it must connect across the entire business.

This workshop is designed to help your organization understand what's possible with modern remote contact centers and develop the right strategy to modernize your customer service. We will evaluate your current processes, technology, and provide you with a road map of recommendations to help you get from the ground to cloud using the latest in Microsoft technology.

The Contact Center Modernization Evaluation Workshop includes:

- "Art of the possible" demo offering an inspirational tour of the modern customer contact center
- Business and technical assessment evaluating your current state of people, processes, and platforms
- Actionable digital transformation roadmap
- ROI calculation customized to your business needs and budgets

Using the information from this workshop, we can help you take the next step toward a modern Contact Center that enables you to:

- Achieve a 360-degree customer view
- Automate case/ticket management
- Improve agent skill sets and call-routing
- Optimize service level agreements
- Leverage AI-powered knowledge base
- Launch multi-session, multi-application sessions

### Benefits

- Contact center vision and strategy
- Process, people, technology, and ROI analysis
- "Art of the possible for the modern contact center" demo
- Economical rapid deployment options
- Rapid time-to-value roadmap

- Leverage chat and chat bot
- Enhance omni-channel engagement
- Integrate ERP and CTI/IVR
- Manage surveys and NPS scores
- Get real-time, actionable analytics
- Drive cross-sell and upsell opportunities

### Take the next step

Contact Arbela Technologies today at [info@arbелatech.com](mailto:info@arbелatech.com) to learn more about our Contact Center Modernization Evaluation Workshop, powered by Microsoft Dynamics 365.