

OPTIMIZATION SERVICES

integration
VOICE
contact center
training
applications
reporting



The underlying value of Viable Resources' Optimization Solutions is our contact center expertise and proven optimization methodology. Our Associates each have many years of experience working in the contact center environment and with a broad array of contact center technologies. Tapping into their extensive knowledge of what's really important in the contact center, we have developed a methodical, time-tested and results-driven approach to optimization...

Initiation & Planning

First steps are critical. We work closely with you to set expectations and create a cohesive plan for achieving desired results.

Definition of Requirements

We're on site to get a detailed understanding of your contact center environment, business objectives and requirements.

System Design & Documentation

We'll document the technical design and project deliverables for your review and approval prior to implementation.

Implementation & Testing

Full integration and testing of the optimization solution commences.

Cutover Support & Training

Full support for the rollout and validation of the solution assures your total satisfaction. Training of resources completes the project.

Optimization Tune Up

A tactical solution, geared toward identifying short-term performance gains. The Tune-Up is often leveraged in conjunction with a technology upgrade or replacement. When new equipment or applications are introduced into the contact center, our Tune-Up assures that both up-stream and down-stream resources are optimized to maximize total system productivity. Call-routing, work-flow processing, and agent skills, for example, often need to be adjusted to maximize efficiency and effectiveness when new technology is introduced or an existing application is upgraded. Many clients utilize the Tune-Up on a quarterly basis to assure that their systems are regularly fine-tuned for peak performance. Productivity gains from this regular attention can easily offset costs through increased profitability.

Optimization Roadmap

A strategic engagement designed to dig deeper into an organization's mission and develop a long-term plan to fully optimize and leverage technology and contact center resources in support of that mission. The Roadmap can help extend the productive life of existing resources, plan for the introduction of new technologies, and assure an optimized integration to maximize ROI based on strategic objectives and customers' needs.

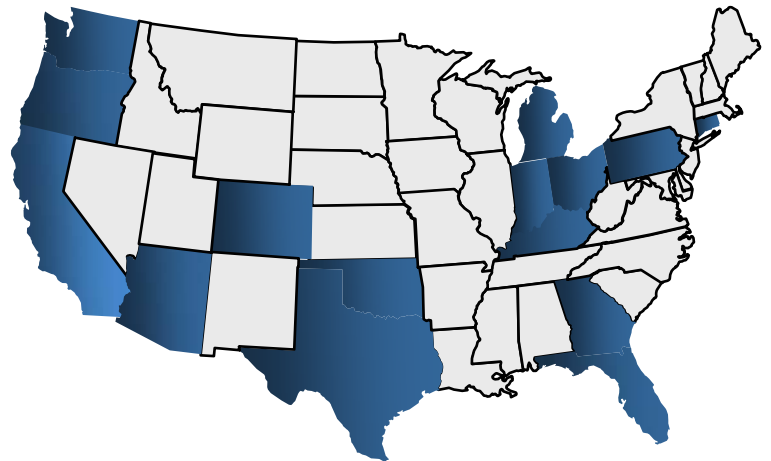
viable | resources

performance
value
quality experience

contact center

Viable Resources specializes in the delivery of professional services to the contact center marketplace. Working in partnership with your organization, our team of seasoned professionals enables the delivery of a complete solution targeting both business and technical objectives. This team of seasoned industry professionals is geographically distributed in major cities across the US for convenient travel to your clients locations.

VR helps your organization maintain margin, and manage the complexities for both new and existing contact centers.



Let Viable Resources help you to optimize the contact center experience for your customers, augmenting your organizational capabilities while building loyalty and trust. Contact your Viable Resources Relationship Manager or visit our web site at www.vr-inc.com for more information.

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