

Professional Services

viable | resources

Optimizing the inbound and outbound contact center experience...

Contact Center Design

- Multi-Channel Contact Center
- Advanced Call Routing
- Virtual Contact Center Design
- Skills-based Routing
- Contact Center Software Support and Programming

Call Management Systems

- Implementation Services
- Administration Training
- Supervisor Training
- Custom Reports Design
- Reports Design Training
- Upgrades
- Data Migration
- Redundancy/High Availability

Small Call Center/IP Solutions

- System Implementation
- Advanced Applications Integration
 - Voicemail
 - Small Call Center Routing
 - Messaging
- Customized Training
- Technical Installation Support

Predictive Dialing Solutions

- Equipment and Application Sales
- Installation and Integration
- Upgrades - Configuration and Installation
- Intero™ PDS Agent Desktop
- Custom Desktop Design and Integration
- Comprehensive Training Portfolio
- Productivity Analysis
- Capacity Upgrades
- Move/Add/Changes
- Technical Support

Business Consulting

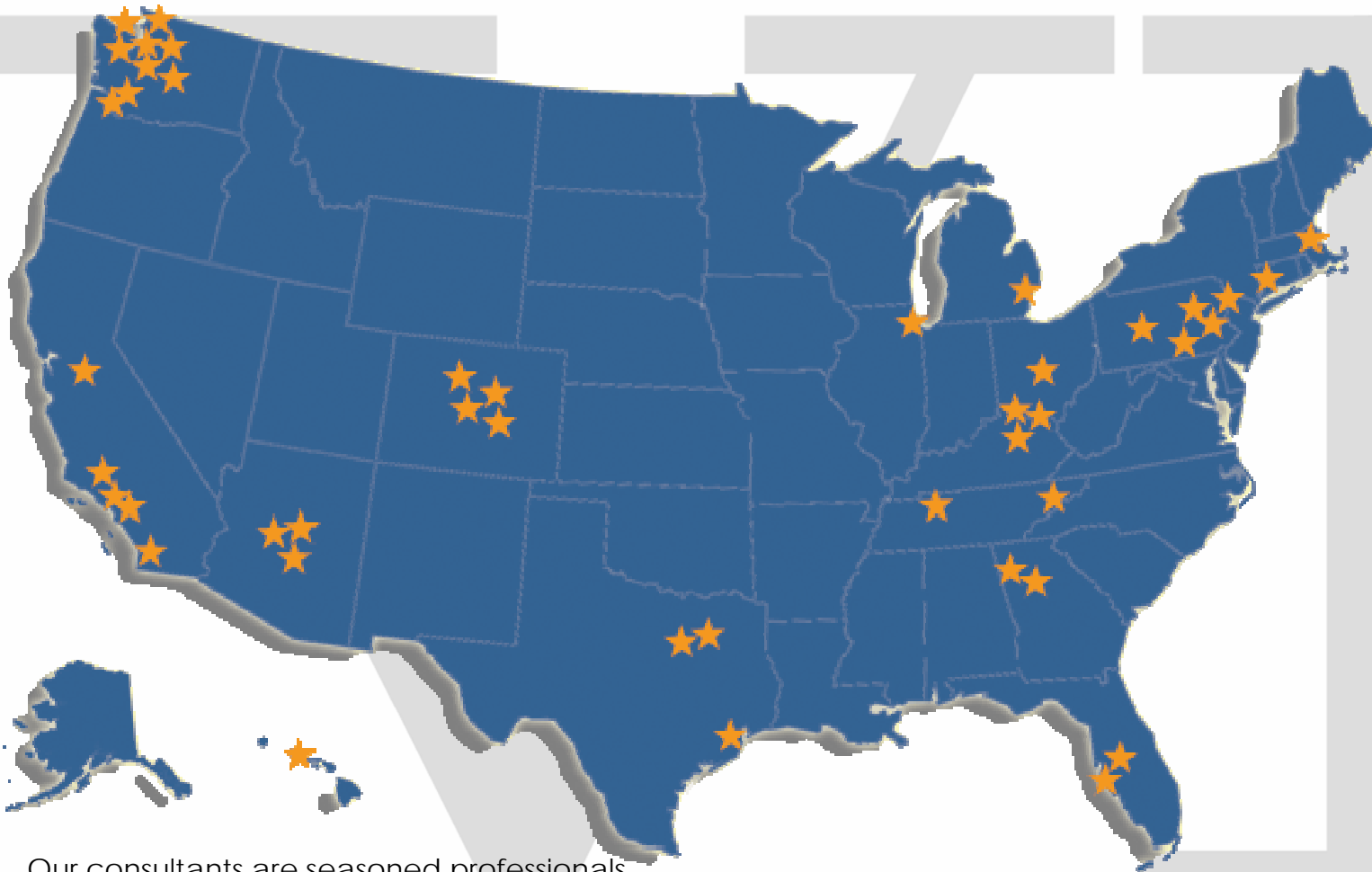
- Technology Roadmap
- Optimization Survey
- Project Management
- Contact Center Gap Analysis
- Contact Center ROI Analysis
- Risk, Threat and Vulnerability Assessment

Integration Services

- CTI Integration
- Telephony to LAN Integration
- Network Printer Integration
- Messaging Integration and Training
- IVR Integration, Design and Migration



Our national footprint...



Arizona
Gilbert
Goodyear
Phoenix
Scottsdale

California
Escondido
Los Angeles
Riverbank

Colorado
Aurora
Centennial
Denver
Highlands Ranch
Littleton
Villa Grove

Connecticut
South Windsor

Florida
Sarasota
Winter Park

Georgia
Kennesaw
Marietta

Hawaii
Waipahu

Illinois
Chicago

Kentucky
Cold Spring

Massachusetts
Walpole

Michigan
Westland

Ohio
Centerville
Cincinnati
Galena

Oregon
Gresham

Pennsylvania
Fairless Hills
Fayetteville
Malvern
Philadelphia

Tennessee
Harrison
Knoxville

Texas
Allen
Fort Worth
Houston

Washington
Arlington
Auburn
Bellevue
Burlington
Duvall
Fall City
Granite Falls
Mount Vernon
Mukilteo
Newcastle
North Bend
Port Ludlow
Port Orchard
Redmond
Roy
Seattle
Stanwood
Snohomish
Sultan
Tacoma
Vancouver

Our consultants are seasoned professionals with more than 750 combined years of contact center management, design and integration experience. Viable Resources' nationwide network of experts touches more than 1,000 contact centers every year! We are available whenever and wherever you need us...

