

A NEW CUSTOMER EXPERIENCE

Today's customers have high expectations. With the Internet at their fingertips, customers are more well-educated and informed than ever. When they want to reach you, they expect a choice in communication tools, and the ability to seamlessly switch tools. They expect representatives to be well-informed about their difficulties and account history. They want an efficient interaction, every time. They want suppliers to anticipate problems and proactively provide solutions.

Sales and Customer Care organizations are challenged to meet these expectations on a budget, marry new capabilities with old, and do it all within an effective management framework. No single technology or product will do the job.

To meet today's challenges, organizations need a roadmap that complements their strategy — making the business more efficient, more effective, and better positioned to meet changing customer demands. Providing the transformational, business-enabling capabilities of tomorrow's contact center takes a combination of business acumen, customer service management expertise, technical knowledge and cutting-edge capabilities from leading manufacturers and service providers.

TRANSFORM YOUR CUSTOMER JOURNEY with SPS.

SPS helps businesses find innovative ways to engage their clients and enhance the customer experience. Staffed by knowledgeable experts with a background in customer experience management, the SPS Customer Experience Consulting team understands the challenges of customer care. And SPS has the ability to consult, design, implement, support, manage and optimize a host of capabilities — to enhance outcomes for your business.



WHAT'S POSSIBLE — APPLICATIONS

SPS is a multi-vendor systems integrator. We recommend, design, implement, optimize and maintain integrated systems across the customer-care portfolio.



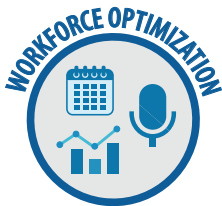
OMNI-CHANNEL

Today's customers expect a choice in how they reach and do business with vendors. An omni-channel routing strategy can unify your approach to voice, video, email, chat/text/SMS, social media and mobile interactions — both inbound and outbound. Smart media enablement and automation multiply the options for customer care.



SELF-SERVICE

Interactive Voice Response (IVR) is an essential competitive tool, but customers have moved beyond “press 1 for sales”. Day or night, they expect a natural-language interface that targets their needs. Many actually prefer to perform transactions with a well-designed, automated interface. Maximize IVR engagement with capabilities like personalization and proactive communications.



WORKFORCE OPTIMIZATION AND VOICE ANALYTICS

It starts with call recording and quality monitoring. Advanced voice analytics give customer-care managers the tools to optimize operations, target staff training, and document regulatory compliance. Workforce Optimization provides a control panel to take the guesswork out of management practices, scheduling and forecasting. Real-time analytics packages enable your business to quickly target problem areas as they are happening, and address marketing to key demographics, to drive business results. Stem the tide of inbound traffic by reaching out proactively to impacted customers.



REPORTING AND BUSINESS INTELLIGENCE

Companies across all industries are learning how to recognize the full value of data generated by their business processes. Data mining and “big data” analytics can help take your management and business planning to a higher level. It's an area of rapid growth; understanding what's possible is the key to taking action.



AGENT ENABLEMENT

Agents are the face of your company. Help them show your best face to customers with more than basic caller information, account history and transactional screen pops. What is the intent? Why is the customer calling? Were they on a mobile device, or surfing the web, just prior to calling? When agents are well-informed, customer service is more productive — empowering agents to produce happier callers.

SPS provides a range of deployment options and consumption models — from traditional client-owned, on-premises implementation to private cloud, datacenter hosting, Anything-as-a-Service (XaaS), multi-tenancy services and hybrid deployments. We have the broad background, expertise, flexibility and power to correctly manage any combination of components and meet your business needs.

SERVICES LIFECYCLE

Where technology vendors implement point products, SPS digs deeper, asking Why? What's the desired outcome? What's the value to your business? What is the financial impact?

Every member of the SPS Customer Experience Consulting Team has extensive real-world experience managing a working contact center. We understand that your contact center project is not about buying products. It's about enhancing your business.

That's why we approach the Customer Experience as a lifecycle, not a project.



CONSULT and RECOMMEND

Other vendors may simply push pre-defined offers. SPS consultants listen first, learning about the needs and priorities of each business, then recommend solutions that address your unique needs with targeted capabilities for a real impact on business results. For SPS, everything starts with the client's business needs.

DESIGN

SPS partners with leading manufacturers of contact-center products and applications, designing best-of-breed solutions that take incremental steps toward the client's business goals. Our proprietary and repeatable engagement process helps ensure there are no surprises or "gotchas" at the end of a project.

IMPLEMENT and TRAIN

SPS takes accountability for ensuring a smooth implementation. Projects include change-management and training plans, as needed to ensure that your team is ready to effectively use and manage your new solution.

SUPPORT and MAINTAIN

Why do things go wrong? Sometimes it's a physical fault, but often a patch or configuration change on one system causes a conflict or error in another. To deliver the needed business capabilities, most contact centers are multi-vendor — and as a result, many companies lose too much time chasing the actual problem.

With multi-vendor Service Desk support, SPS takes responsibility for the entire solution — performing root-cause analysis and engaging vendors on your behalf, to ensure accountability until problems are resolved.

MANAGE and OPTIMIZE

All businesses make post-implementation changes to their systems. To ensure those systems are running optimally, SPS offers a periodic optimization review. A wide range of Managed Services are available to help ensure that your systems run smoothly — providing the flexibility to manage your CC environment, your way.

Engage the SPS Customer Experience Consulting Team for

EXPERTISE that REACHES BEYOND the TECHNOLOGY.

Contact SPS today at 888-777-7280 or visit www.spscom.com.

SPS / Integrate. Collaborate. Accelerate.

Strategic Products and Services
300 Littleton Road
Parsippany, NJ 07054
888.777.7280
www.spscom.com

AVAYA



inContact

VERINT

CALABRIO



NICE