



CONTACT CENTER SOLUTIONS

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

Modern contact center platforms enable seamless interactions across all communication channels and streamline the fulfillment of customer requests through automation and self-service.

Pivot helps organizations take advantage of Cisco contact center solutions to:

- ▶ Provide a consistently high-quality customer experience
- ▶ Utilize chatbots and AI-based interactive voice response
- ▶ Leverage the scale of the cloud to handle increasing call volumes
- ▶ Integrate the contact center with key business applications
- ▶ Obtain quality monitoring and comprehensive reporting

Pivot's full-lifecycle services include:

- ▶ Contact center health check
- ▶ Analysis of KPIs and metrics
- ▶ Design and deployment
- ▶ CRM integration
- ▶ Monitoring, management and optimization
- ▶ Residence services

WHY PIVOT

- ▶ We have a dedicated team of consultants, architects and engineers who are cross trained across all Cisco contact center solutions and have completed hundreds of deployments.
- ▶ We fund the role of Principal Consultant — a dedicated expert with deep experience in contact center technologies and the ability to handle business and technical conversations.
- ▶ Our model is to use Pivot resources for deployment, allowing for a tight, coordinated and effective effort.
- ▶ We use the same knowledge, methodologies and processes for Cisco UCCX and Webex CC projects that we use in thousand-agent Cisco UCCE deployments.