

# IS YOUR CONTACT CENTER READY

## FOR TODAY, AND TOMORROW?

Going forward, the concept of a distributed customer experience team will remain the norm. Even if you've already implemented a technology design to support this model, now is the time to plan your next moves to be ready for this change in dynamic – and Pivot is here to help.



### WHAT CHALLENGES HAVE YOU FACED AMONGST ALL THIS CHANGE?

The past few months have been tough for customer experience organizations. On top of the constant battle to keep contact center systems up-to-date, you've had to quickly accomplish things you probably weren't prepared for, including:



#### ENABLING REMOTE WORK ALMOST OVERNIGHT

With agents who had only a laptop and home Internet connection.



#### HANDLING INCREASED VOLUME WITH LESS CAPACITY

Especially if you're in an industry that's needed now more than ever.



#### WORKING WITH SENSITIVE DATA IN NEW WAYS

While also needing to secure payments and prevent fraud.



#### MANAGING A HIGHLY-DISTRIBUTED WORKFORCE

Without the technology umbrella and features you normally rely upon.

AT PIVOT, WE CAN HELP YOU LEVERAGE THE CLOUD TO NOT ONLY BETTER ADDRESS THESE NEW REALITIES, BUT ALSO BRING MORE FLEXIBILITY, FEATURES, AND VALUE TO YOUR CONTACT CENTER ENVIRONMENT.

### GET CLOSER TO YOUR IDEAL CUSTOMER EXPERIENCE BY USING THE CLOUD

We work with you to choose what aspects of your customer experience model are best served in the cloud – ensuring you can remove complexity and confidently operate and optimize however you need to in our new work-from-home world.



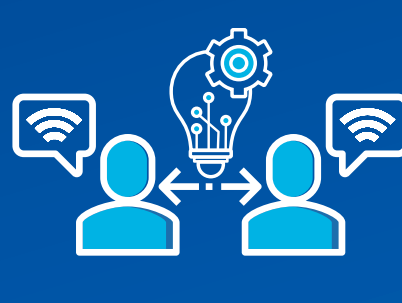
### WITH CLOUD-BASED CUSTOMER EXPERIENCE OFFERINGS

#### FROM LEADERS LIKE CISCO, WE CAN HELP YOU:



#### BECOME MORE FLEXIBLE

Empower agents to work securely from anywhere, and quickly scale capacity up or down without the hassle of licenses.



#### GET MORE FEATURES

Gain omni-channel capabilities, new collaboration tools, and even AI to help agents deliver more personalized experiences.



#### REMOVE COMPLEXITY

Simplify everything from system updates to call routing, voice prompts, and agent performance reporting for supervisors.



#### CREATE MORE PREDICTABILITY

Make costs more predictable by moving to an OpEx structure instead of large capital-intensive investments.

### GET THE HELP YOU NEED ANYWHERE IN YOUR CONTACT CENTER JOURNEY

Let Pivot provide the insight and technology leadership that's needed to ensure your contact center is ready for today, and anything the future has in store for your customer service team.



#### CONTACT CENTER EXPERTS

We've built an entire Customer Experience practice and offer decades of expertise.



#### FOCUSED ON YOUR NEEDS

Everything we do is based on your IT and business needs, not a one-size-fits-all model.



#### WE KNOW THE CLOUD

We have what it takes to lead a graceful migration to the cloud at your pace, not ours.



#### FULL LIFECYCLE SUPPORT

We can even help you optimize your environment and take advantage of new features.



#### INDUSTRY EXPERIENCE

Our expertise spans healthcare, financial, retail, local government, and hospitality.

## SCHEDULE A CONTACT CENTER

## CLOUD DESIGN ASSESSMENT TODAY

We'll discuss the challenges you're facing and help you understand what elements of your current design can and should be moved to the cloud.

**CREATE YOUR IDEAL CUSTOMER EXPERIENCE**

