



Transform your Contact Center into a Relationship Platform with PositiveEdge Solutions



NEXT GENERATION MULTI CHANNEL CONTACT CENTER PLATFORM



Being a vital link to the customers they serve, Contact Centers main objectives has always been to lower cost and increase operating performance. However, with a new revolution underway, Contact Centers are being challenged by a new generation of consumers who rely on new modes of communication such as social media and the adoption of new technology. Embracing new concepts is not as simple as one would think. Implementing the right technology solution into existing infrastructures can be a daunting task with many variables to consider.

THE CHALLENGE

Organizations that maintain Contact Centers are confronted with a myriad of responsibilities. The nature of a call center job can be very monotonous due to high repetitive working conditions, impractical stress targets and flat structures. As a result, agents often lose enthusiasm and become demoralized which leads to absenteeism and ultimately attrition. Because of this, staff turnover is prevalent, resulting in a negative impact on contact center quality that is laden with heavy costs associated with recruiting, hiring, training and developing new staff. This lays a heavy toll on maintaining minimal service budgets.

In addition, management must also strategically create and retain customers through retention programs, brand loyalty and improved customer experiences. This task can be challenging as management struggle to increase their performance levels, often reaching a plateau or worse, finding that their adherence to targets is starting to drop away.

As companies try to delicately balance the many variables, they rely on their current infrastructures as the solution. Most are over supplied with diverse legacy systems from various vendors where each application is design to perform a specific task resulting in:

- The inability to share information across multiple departments
- Limited vision to cross-selling and up-selling opportunities

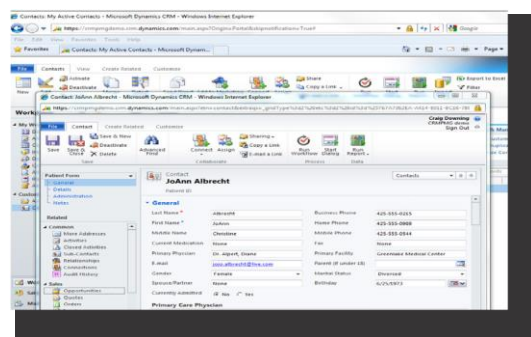


- Inability to track production effectively
- Information silos and no real time accurate business information
- Mis-communication due to decentralized information
- Manual work-flows across multiple departments
- Inability to view real-time information
- Loss of revenue generated opportunities
- Loss of market share and leadership

Resulting in the need for a more reliable, innovative solution that would drive sales, increase business performance and develop a higher standard of customer service satisfaction.

POSITIVEEDGE CONTACT CENTER SOLUTIONS

Irrespective to how customers initiate contact, via web request, phone or other forms, an end-to-end interactive service platform handles all the required routing and workflows. From the creation of service request to resolution, keeping stakeholders informed throughout the process with status notifications is important. With PositiveEdge Solutions and Microsoft Dynamics CRM, implementing interactive step-by-step scripts, tailored to your organizational needs will assist agents with call handling more efficiently. Enabling such technology minimizes errors and improves cost-effectiveness of service delivery. It also initiates accountability and assurance in customer satisfaction.



Benefits:

- Effectively decrease time spent on managing cases by implementing familiar tools
- Capture customer initial communication accurately with built-in knowledge repository
- Avoid duplicating efforts by using cross-channel knowledge and collaboration
- Respond to cases faster with access to complete case and customer data
- Use guided business processes and scripted dialogues to deliver fast and precise service
- Manage cases across individual and team queues that are user friendly and configurable
- Stay current on real-time data with customizable dashboards



POSITIVEEDGE TECHNOLOGY

With PositiveEdge Solutions and Microsoft Dynamics CRM, contact centers in High Tech, Telecommunications, Retail, Multi-media, Healthcare and others have simplified and streamlined processes which ultimately improved communications and customer satisfaction overall. Positiveedge Solutions not only simplifies workflows but builds unified contact centers by integrating CTI, ACD, IVR, Email, Web Chat, IM, Social Media, Knowledge Base and Mobile enabled features that are supported on premises or via cloud deployment.

Benefits:

- Automated computer controlled dialling as used in predictive dialling to maximize telemarketing agent efficiency
- Displayment of call queuing information to call centre supervisors allowing improvements to agent call handling
- Controlled aspects of the call such as auto answering, hanging up, placing on hold and teleconferencing activities
- Coordination of data transfer across phone networks
- Detailed reporting features analyzing aspects of call handling and agent performance

Value Proposition

Improving service agents' productivity, providing superior customer service and keeping IT costs low are the key requirements for any contact center. PositiveEdge Solutions (PES) provides end-to-end solutions for contact centers in all industries and we pride ourselves by meeting every technical need of our partners. PES contact center solution is the only hosted multi-channel support application that can be deployed in days without any upfront capital expenditures or integration costs. In addition, agents can work efficiently from anywhere in the world with the ability to view customer interactions at a 360° view with the ability to analyze real-time business intelligence. Customers benefit by gaining rapid and personalized sales and service while organizations can dramatically reduce costs and increase revenues.

AGENT BENEFITS

- Multi-channel Communication
- Seamless CRM desktop with CTI toolbar
- Context Sensitive with Screen Pop-up
- Automated Desktop with Activity Creation
- Ability to answer questions on first contact
- Ability to offer product choices based on utilization history

SOLUTION HIGHLIGHTS

- Voice, Chat, Click to Dial, Virtual hold
- Multidimensional routing
- Built-in Interactive Voice Response (IVR)
- Supervision and Quality Monitoring
- Quality and Transaction Recording
- Instant Provisioning
- Support for Multi-site, Single-Site and Individual



Our Offerings

Having access to powerful reporting capabilities through dashboards and advance query functions can enhance performance tracking and accountability. Custom reports enabled by Positiveedge Solutions extended with Microsoft Dynamic CRM supplies timely business intelligence that enables organizations to analyze trends in customer requests, monitor service levels and improve accuracy and planning.

Benefits:

- Personalize data views, dashboards and navigations
- Import and export Microsoft Office Excel spreadsheets in real-time
- Use built-in traditional or customizable reports with Report Wizard
- Track and measure performance for the organization, business units, teams and individuals
- Use inline visualizations to gain knowledge on key performance indicators (KPI)

Mobile and Social Media Platforms



As communications evolve, organizations are taking first steps towards building the next generation customer management solution platform. They are investing in technology that supports all multi, mobile and social media channels. The need to gain customer insight is critical, enabling organizations to communicate and assist on a more personal level. What better way to accomplish this need than through Positiveedge Solutions coupled with social media and Microsoft Dynamic CRM combined.

Benefits:

- Deliver personal notifications and alerts via multiple platforms
- Gain personal customer insight
- Communicate and service on a more personal level



About Positiveedge Solutions

Positiveedge Solutions helps customers design, develop and deploy software solutions for critical customer-facing business challenges. With our uncommon commitment to project success, along with our comprehensive knowledge of Microsoft technologies and backed by broad industry experience and methodologies, we extend core business platforms to create commercial advantage for our customers.

By leveraging our unique onshore/offshore delivery model, our consultants work around the clock to provide solutions quickly and cost effectively, which add measurable value to your business.

Next Step:

Contact us to discuss how we can help with your business needs.

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