



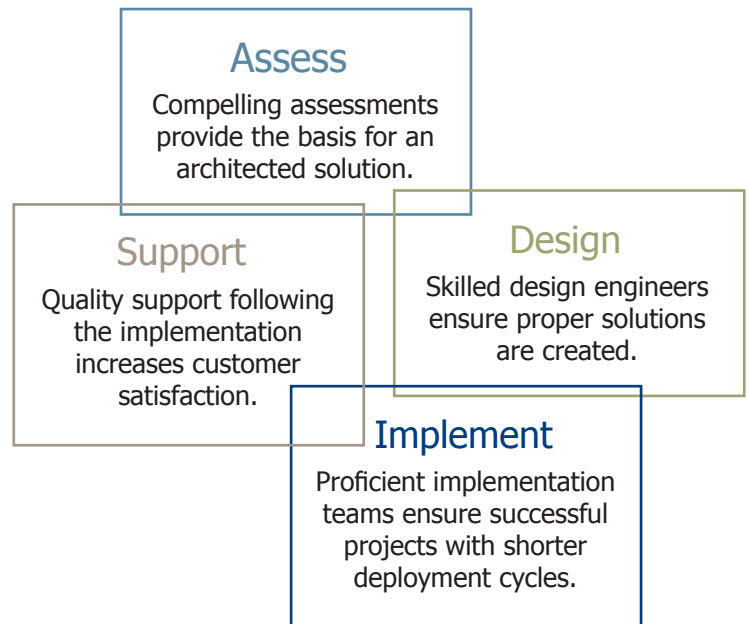
## Contact Center – Overview

Whether you have an existing contact center in need of an upgrade, or you are an organization who is tired of outsourcing your contact center needs and would like to add those capabilities in-house, ProSys has the contact center solutions you need to make it happen.

### Why ProSys Contact Center

Since our inception in 1997, ProSys has proven itself time and time again to be one of the top IT solutions providers in the country, offering services ranging from procurement and technical staffing to infrastructure design and data management. We maintain a highly skilled technical and support staff to service our customers' needs, including those within our contact center offering. Utilizing expert engineering teams, ProSys provides advanced scripting, self-service and reporting implementation services. In addition, our fully developed staging facilities and proof-of-concept labs provide an environment that ensures successful projects, while ProSys' proven processes and methodologies further reduce deployment timelines.

We pride ourselves in assisting companies with strategic business decisions by creating our own strategic business solutions that specifically target their needs. Within the contact center offering, these solutions are centered around Cisco's Unified Contact Center Enterprise (UCCE) solution. Cisco's UCCE platform plays a significant role in delivering collaborative solutions for a unified contact center customer experience. By combining Cisco's UCCE solution with ProSys' certified engineers, quality support and exceptional services, you can have the state-of-the-art, comprehensive contact center solution you deserve.



The ProSys Model



# Contact Center – Overview

## Cisco Master Unified Communications Specialization

ProSys is proud to be one of just a few solutions providers that are Cisco Master Unified Communications Specialized. The Cisco Master Unified Communications Specialization recognizes an elite group of Cisco channel partners that have the most in-depth technology skills and demonstrated customer success in selling, deploying and supporting sophisticated Cisco Unified Communications solutions. By achieving this recognition with Cisco, you can trust ProSys for all of your contact center needs.

### This solution is ideal for:

- Mid- to large-sized companies with an existing legacy contact center infrastructure
- Clients seeking to build a new contact center
- Clients seeking to expand operations that have exhausted capacity within their existing contact center solution
- Clients interested in moving their contact center infrastructure to a converged VoIP platform

## Overview – Cisco Unified Contact Center Enterprise Solution

An integral part of the Cisco Unified Communications system, Cisco's Unified Contact Center Enterprise solution provides intelligent routing, voice self-service, computer telephony integration (CTI) and multichannel contact management. This platform enables users to move beyond the typical levels of call center customer service to provide what Cisco calls a "Customer Interaction Network", extending customer service capabilities across the entire organization with a more integrated and collaborative approach. This ultimately leads to higher levels of customer satisfaction and a better overall customer experience.

Cisco UCCE provides:

- Routing capabilities and benefits  
*(including customer profile routing, web chat and collaboration, email management, etc.)*
- Agent capabilities and benefits  
*(including third-party CRM integration, agent desktop options, computer telephony integration, universal queue, mobile agent support, etc.)*
- Management capabilities and benefits  
*(including supervisory features, administration, reporting, management portal, etc.)*
- System capabilities and benefits  
*(including open systems, scalability, security, etc.)*

## Questions?

For more information on ProSys' contact center capabilities, or to schedule an assessment around business intelligence and current contact center technologies, please contact your local ProSys representative or visit us on the web at [www.prosys.com](http://www.prosys.com).

