

**ALWAYS LEADING**

Contact Center Modernization Workshop

As the front line of your organization, it is critical that your contact center is optimized to handle the growing needs of your customers and staff.

Workshop Overview

- No cost workshop for existing or new customers
- For qualified customers ready to improve, modernize, or migrate
- Reviews the key areas of a modern contact center
 - ACD/IVR
 - Omni-channel
 - Self-service/bots
 - Integrations
 - Quality Management
 - Reporting & Analytics
- Delivered over a 90min meeting (Webex or Teams)
- Sentinel provided recommendations and next steps
- PDF deliverable of workshop findings

Contact Center Trends

- Improve customer interactions
- Leverage additional digital channels
- Use self-service options to your advantage
- Better employee experience for agents
- Use analytics for actionable change
- Mobile workforces are changing the mold



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