



Thrive and Future Proof in the Cloud
Contact Centre Health Check Report



Thrive and Future Proof in the Cloud

Build the business case to transform your contact centre into an experience centre

Today's contact centres support more than just voice. You want to be responsive to customer demands, but it's difficult to provide ideal customer experiences when you're dependent upon aging and disparate systems and applications.

To keep pace with customers, you need to be able to deploy new channels as needed, without adding applications to the agent's desktop, costly integration and unique training and expertise.

In three steps, our contact centre health check will review your current capabilities, address technology gaps and identify solution options including functionality and budget guide based on your specific contact centre requirements.

Our experienced and highly skilled consultants will demonstrate what's possible in your environment and help you determine which use cases are best as your unique starting point.

What to expect during your consultation

STEP 1: DISCOVERY



Discovery session with a short online survey to review your existing environment

STEP 2: CONSULTATION*



60-minute consultation to address technology gaps and identify solutions

STEP 3: ROADMAP*



Present a roadmap of business benefits and budget recommendations to assist your business

*via video conference

Why Synergy Enterprise Solutions?

Synergy have been building customised technology solutions for Australian contact centres since 1999, and a Genesys professional services partner spanning more than 15 years.

Visit us at synergyes.com.au or call us on **1300 85 66 96**.

Get started with a risk-free no obligation assessment.