

# Matching Performance to Promise



## IP Contact Centers Technology Update

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Dimension Data

# Topics

- **What Is New**
- **Operating Models & Transformation**
- **Ecosystems**
- **Cost Savings**

# New Capabilities

## → Remote Agents

- Home, Mobile

## → Knowledge Workers

- Presence

## → Multi-Sourcing

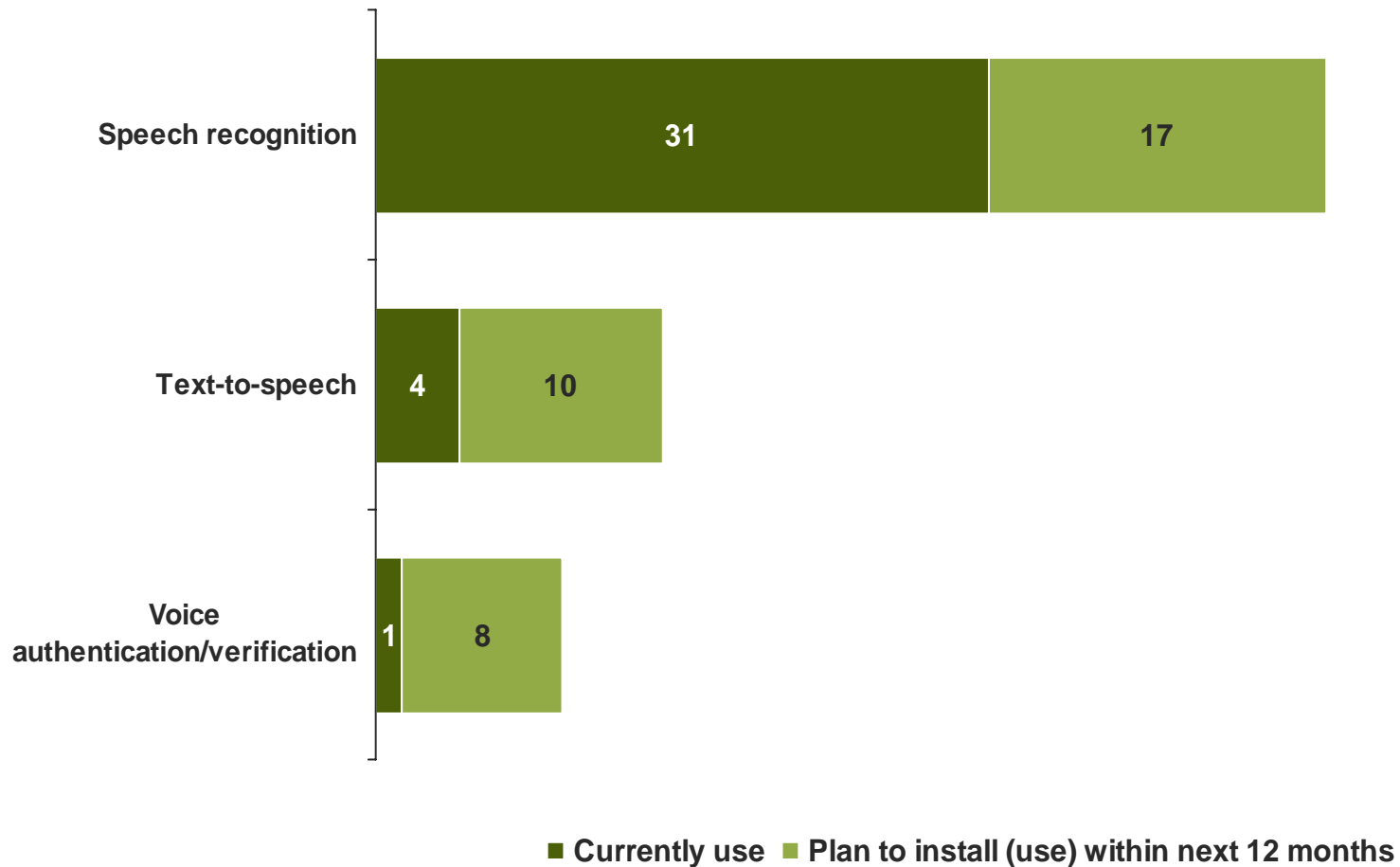
- In-source, out-source, co-source

## → Multi-Channel

## → Speech Recognition

# Use of speech technologies

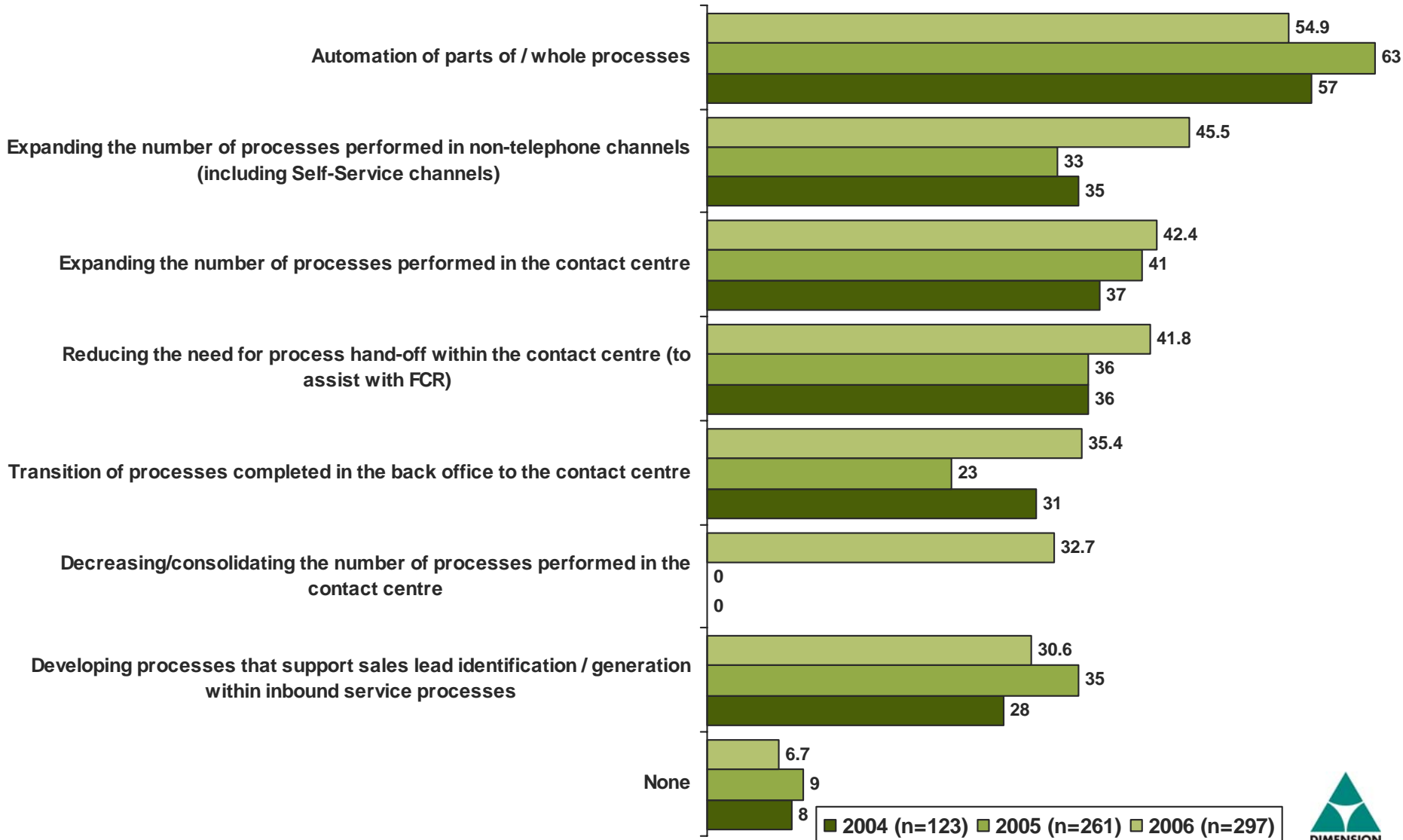
Do you use, plan to use or plan to upgrade the following speech technologies in your contact centre?  
Percentage of contact centres | n = 263



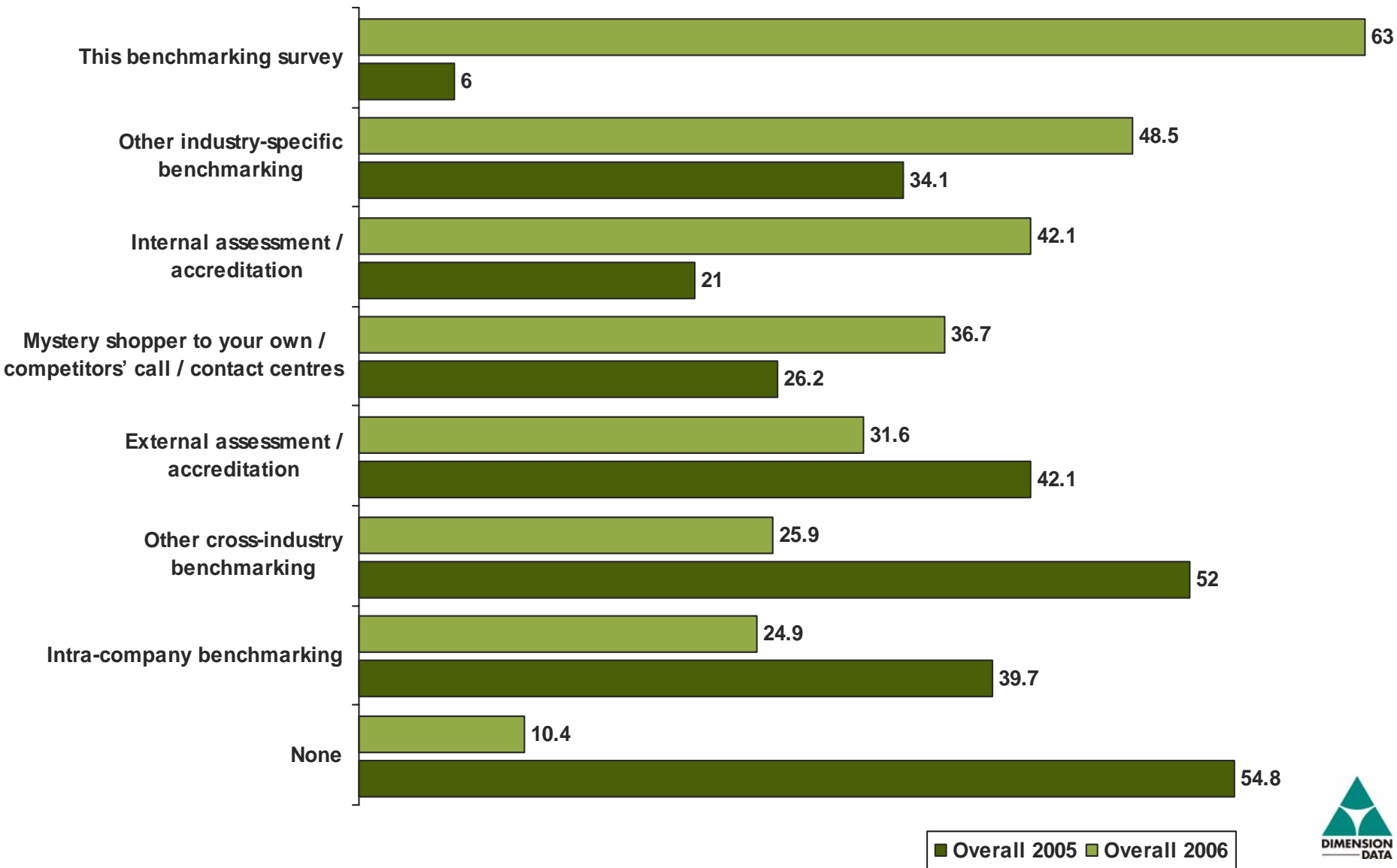
# Operating Models & Transformation

- **Process Re-engineering as a “way of life”**
  - New technology > bad process > Faster bad process?
- **Use of Channels – Channel Consistency**
  - WEB, Chat, SMS, EMAIL
- **Impact of Service Oriented Architecture**
- **Increase in the use of “Benchmarking”**
- **IP provides greater # of options**

# Process Re-engineering & Improvements



# Which methods do you use to benchmark, assess or accredit your contact centre?



# Ecosystems & IP

- **Migration from TDM**
  - Compatibility with IP
- **Open Architectures & Standards**
  - Ease of integration
- **CTI is built in – out of the box**
- **Reporting & Metrics**
  - More options – 3<sup>rd</sup> party software
- **Disaster Recovery & Business Continuity**
- **Compliance**

# Cost Savings

**After the “infrastructure build”**

**→ Toll Bypass & Carrier Features**

**→ Administration & Configuration**

– Day-2 support

– Maintenance

**→ Scalability & Flexibility**

**→ Speed of deployment**

**→ Ongoing Integration**