

## PRODUCT BRIEF

# AT&T Integrated Contact Services

## Contact Management Solutions for Avaya Customers

### Managed Services Make the Difference

The explosive growth of the Internet, electronic communication channels and IP technologies will forever change how businesses interact with their customers, employees, suppliers and partners. Traditional call centers are rarely adequate to support the mission-critical communications needs of most organizations. Today's highly competitive environment demands instantaneous communication on a very detailed level. AT&T Integrated Contact Services can provide a managed solution using IP technologies from industry leading equipment providers to deliver robust e-mail, chat management and "intelligent" routing as well as real-time collaboration and voice integration.

By combining this with the many market leading AT&T Contact Center network services and network-based features and applications, AT&T has the ability to provide desktop to desktop solutions to support your efforts in servicing your end-user needs.

For seamless contact center performance, AT&T provides comprehensive managed solutions with real-time remote system monitoring and diagnosis. These world-class services cover application consulting and scripting, program management, CPE procurement, software/hardware and network integration, installation and basic maintenance. Backed by AT&T reliability, AT&T's Integrated Contact Services are supported by technical personnel with exceptional skills, training and expertise.

AT&T Integrated Contact Service is comprised of the following components to help you create a leading-edge global contact center environment to meet your customer relationship management needs.

### Design

- Discover customer requirements of hardware, software, security, SLA, capacity, TCO
- Design Document/Scope of Work

### Deploy

- Procurement of CPE and network elements
- Deployment to Customer premise or to any of AT&T's 36 IDC's (with locations in 9 countries)
- Seamless systems integration of new communication channels and applications
- Project Management via single point of contact, client service management model
- Training

### Manage

- Single point of contact
- Monitor software, hardware, applications, collect alarms, perform upgrades, break/fix, etc.
- Experienced AT&T engineers to maintain software and provide additional management services
- Strategic alliances with value-added partners
- Customer choice of Enhanced or Basic network management options

### Expertise As You Need It

Delivering sophisticated, integrated technology with continued optimal performance requires skilled expertise. AT&T is the leader in contact center technology and our consultants can help you plan, design, install, maintain and manage your call center for improved efficiency and profitability.

### BENEFITS

- Operational cost savings by utilizing certified technical management resources and applications management platform
- Improved agent productivity through a comprehensive network to desktop solution using CTI, web collaboration, and workforce management tools
- Improved customer experience via intelligent contact routing and queuing
- Improved agent utilization with intelligent call routing and self-service options

### FEATURES

- Dedicated premises-based or hosted multi-protocol (TDM/IP) solutions
- Multiple, integrated capabilities (e.g., ACDs, IVRs, CTI, Web collaboration, call recording, predictive dialers, etc.)
- Solution design from assessment to detailed design and scope of work
- Solution deployment including CPE, network procurement, systems and network integration, testing and training
- 24x7 Proactive monitoring, maintenance and help-desk

For more information contact your AT&T Representative or visit us at [www.att.com/business](http://www.att.com/business).

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