

The Contact Center Championship

Hitting a Grand Slam with
Technology Integration





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GAPS IN YOUR CONTACT CENTER **TECHNOLOGY LINE UP?**



SCOUTING YOUR NEXT TECHNOLOGY **STAR PLAYER?**



TIME
OUT

ROCKSTAR PLAYERS



BEST OF BREED
APPROACH



SO, YOU DON'T HAVE THAT
WINNING TEAM?



**POOR
RESULTS?**



POOR
CUSTOMER SERVICE?





TECHNOLOGY SILOS

WHAT WENT
WRONG?

WHAT ARE
CHAMPIONSHIP
TEAMS
MADE OF?



THE DREAM LINEUP

NOW THIS IS A
CHAMPIONSHIP
CONTACT CENTER



COACH'S BEST ADVICE



CUSTOMIZED AGENT DESKTOP



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