

Expertise in contact center reporting and performance management requires competency in overall contact center operations, system implementation, configuration and support. Symmetrics' elite technical team includes world-class contact center consultants who can deliver expertise and services to address bigger picture needs beyond reporting and analysis.

Avaya Aura Contact Center (AACC) & Nortel Contact Center Manager (CCM) Consulting, Implementation, Training and Support Services

Call Flow Design

- IVR design and best practices
- Consulting on key call flow components and proper use of available AACC/CCM system functionality
- Assessment of current call flow
- New call flow development

System Configuration

- Configuration of all AACC/CCM system components, and coordination with other technical resources on supporting systems (PBX, Call Pilot, etc.)

Scripting

- Script assessment for errors, omissions, fit for business requirements and reporting impacts
- Troubleshooting and improvements
- New script development

Training

A variety of training courses and content can be delivered by Symmetrics including standard and custom workshops with various topics and levels for:

- Supervisor
- Administrator
- Scripting

Delivery methods include standard classroom and web format (for some topics). For a complete listing of available courses, visit:

<http://www.symmetrics.com/services/training>

Support & Documentation

- Cutover and ongoing remote support
- Project management
- Detailed documentation

General Contact Center Consulting Services

Contact Center Planning and Development

Expertise can be delivered to help assess, determine and implement all key elements within any new or existing contact center operation, including:

- strategy and process
- technology
- human resources
- facilities

Best Practices

Symmetrics' consultants can also help you to determine and implement best practices within both individual and team performance management aspects of your center, covering:

- goal setting/selecting KPIs
- measurement methods
- workforce management
- productivity and quality evaluations and practices
- coaching and continuous improvement

Contact Center Operations Training

Introductory level training content can be delivered to appropriate personnel, such as:

- Telephone Etiquette
- Contact Center Essentials



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