

Strengthening Customer Relationships

Your goal is to nurture exceptional customer experiences into long-term profitable relationships. Our goal is to get you there.

- Are you able to drive corporate strategy by capitalizing on customer and business intelligence?
- Are you utilizing best practices and processes to maximize your technology investment?
- Are you able to support critical functions such as Workforce Management, Quality Management and Training?
- Do frontline agents struggle with inefficient tools, conflicting metrics and ambiguous performance expectations?
- Do your metrics reflect the *true* customer experience?
- Can your current infrastructure meet the increased complexity and workload of cross-channel and multichannel interactions?
- Can you provide the same, consistent customer experience across all channels – voice, email, chat, SMS, text and social media?

Maximize your telephony and/or Interactive Intelligence software investment by answering a resounding **YES!** to all the above questions through Quovim C3's personalized consulting services. Providing a broad range of professional and consulting services, the expert Quovim C3 team can ensure that your contact center runs efficiently, optimizing each and every customer interaction.

Choose from:



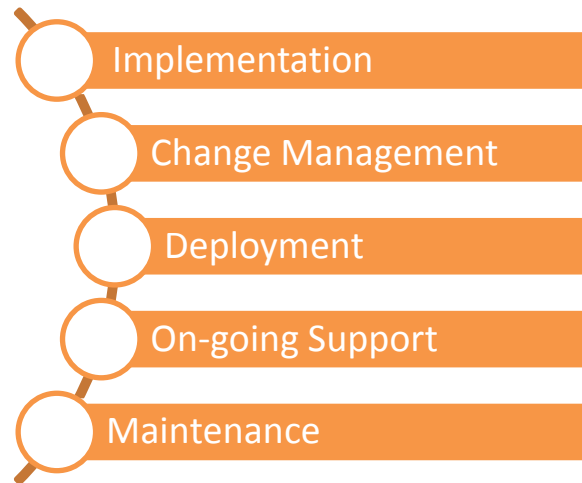
Quovim C3 Services

1. Professional Services

With vast industry knowledge and a deep understanding of your business requirements, Quovim C3 delivers turnkey solutions using a well-defined approach based on proven methodologies designed to meet your specific business needs. Whether your organization requires a full suite of services or a personalized selection, Quovim C3 can tailor a Professional Services package that can enhance your bottom line.

As a Genesys Gold partner, Quovim C3 can successfully implement your PureConnect solution with personalized support throughout the project:

- Detailed Kick-off Meeting: Get your staff and organization ready for the implementation of the Genesys Contact Center solution
- Hands-on project management that not only stays on schedule but also meets your expectations
- Host work sessions run by our expert consultants that provide structured guidance in the organizational, operational and technological changes, review the implementation strategy to ensure customer service transparency during the transition
- Quality assurance of all deliverables
- Personalized training of the implemented modules so that your users gain an understanding of the new solution



With more than 20 years of combined experience, Quovim C3 is your trusted partner throughout the implementation process.

QuoView Managed Services

QuoView Managed Services is a full-service solution that allows you to focus on doing what you do best – running your business. No need to hire additional technical support staff. Using our expert knowledge in telephony and contact center solutions, Quovim C3 can expertly manage your contact center systems. With QuoView Managed Services, you benefit from personalized service and support 24/7.

Our services include:

- PureConnect system management
- Telephony system management
- System(s) monitoring
- Personalized service management (point of contact, reports, meetings, ...)
- Change management
- Technical support

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2. Expert Consulting Services

The contact center technology is in place... Your staff and agents are ready to serve customers... Then, what's missing? Technology alone will not improve your operations. You must add value to your technology investment and provide your staff with tools and processes that will drive sales opportunities and build loyal clients.

Quovim C3 provides a wide range of value-added strategic services specifically tailored to improve your contact center operations so that you gain maximum value from your solutions. With the guided assistance of our team of experts, your operations will benefit from industry best practices and optimal processes improvements.

All Quovim C3 consulting services are customized to meet your unique requirements, and include these key **Business Strategies and Operational Processes**:

Strategy

- CRM software evaluation and integration
- Performance Management
- Outbound Campaign Management

Processes

- Integration and business process improvements
- Quality Assurance Management
- Workforce Planning Management
- Operational audit and assessment
- Technical audit and assessment
- Telecom Auditing & Expense Management
- PCI-DSS compliance

Technology

- Genesys module optimization
- Cross-Channel Communications integration, management and optimization
- Call flow design and self-service
- Microsoft Skype for Business integration, management and optimization

3. Custom Training

To ensure full and proper use of your new contact center solution or module(s), Quovim C3 designs personalized training sessions that meet your specific requirements. Our detailed training approach allows you to empower your customer service agents by enhancing their effectiveness, which ultimately translates into an improved customer experience. Using best practices, Quovim C3 provides coaching and advanced training solutions that include:

Personalized Training

- Demonstrate the customer experience within the multichannel environment
- Quality Assurance Management

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- Workforce Planning Management
- Performance management and dashboard
- Training on migration and new version updates

Special Events

- Organize personalized in-house training seminars
- Develop case studies through contact center visits
- Organize training conferences
- Product demonstrations of new Genesys solutions

ABOUT QUOVIM C3

Quovim C3 provides complete contact center solutions, support and personalized consulting services that enable organizations to optimize client communications. A Genesys Gold Partner, Quovim C3 delivers custom solutions and expert guidance throughout the business planning and implementation process. Organizations with service, distribution and retail centres benefit from greater clarity in their operations that generate cost-savings and strengthen customer relationships.



Quovim C3 transforms customer interactions into long-term profitable relationships. For more information, please visit www.QuovimC3.com.

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