



Zoom Contact Center Professional Services

OVERVIEW

Implementing a proper Zoom Contact Center solution is critical to your success. Our Professional Services Organization team (PSO) is here to help you get there with the right design and deployment strategy. Collaborating with you helps us understand your needs so we can design and deliver the most practical solutions for simple agent and supervisor experiences.

The Zoom PSO team brings years of technical expertise, extensive field experience, and proven methodologies to help you save time and money on your contact center implementation. Our plans provide ultimate flexibility for as much hands-on assistance as you require. We are here to help you navigate every step of the process from design, development, and project management, to deployment and operational sustainability.

Professional Services Approach to Contact Center Implementation



Discovery

Our Technical Project Managers will review your business goals and analyze your current contact center processes and systems through discovery workshops.



Design

Zoom Contact Center Technical Engineers will design your deployment and configuration using industry best practices to meet your business needs and customer requirements.



Implementation

Our implementation experts will lead the installation of your Zoom Contact Center to ensure you have a fully functional solution that generates a positive customer experience.



Test

To ensure a smooth rollout, thorough testing is done to review, QA, optimize, and validate Zoom Contact Center in production.



Go Live

To prepare for the transition, our team provides guidance through a playbook and will hold trainings to ensure your agents and supervisors are onboarded for success. Then, we execute a final sign-off to go live.

Professional Services Implementation Options:

Standard

For Contact Centers with 25 agents or below, a project manager will plan your implementation from beginning to go-live, which includes setting up essential components such as your singular voice channel, flows, and IVR with dual queues and routing needs. This is followed by additional key parts of the implementation, including everything from dispositions, call recordings, and security, to testing and training.

Plus

The Plus plan allows you to scale your design and implementation with all of the Standard services. If your Contact Center has up to 50 agents and requires additional channels, agents, flows, campaigns and skills, then we are able to deploy based on these needs.

Custom Add-ons

You can request customized services from our expert Technical Project Managers and Engineers to flexibility and resources that help you scale and overcome complexity.

Available service options to help you implement a successful contact center

	Standard	Plus	Custom Add-ons*
Agents	<25	<50	✓*
Channels	Voice	Voice + 1	✓*
Flows/Campaigns (Per Channel)	1	1	✓*
Queues	2	4	✓*
Interactive Voice Response (IVR)	1	2	✓*
Skills-based Routing	2	4	✓*
Routing Profiles	2	2	✓*
Number Porting	✓	✓	✓*

*Additional services available with a custom quote based on requirements

Go Live with Expert Guidance

Our Contact Center Services team will guide you through all configurations and set-up for a seamless Contact Center deployment.



Dispositions



Call Recordings



Greetings



Security



Cutover Support



Customer Acceptance Testing



Playbook



Supervisor & Agent Training

Custom Consulting Services

Zoom can provide consulting resources for organizations that need help with additional aspects of their Zoom Contact Center deployment. Feel free to reach out to your Zoom Account Manager or Global Services Specialist to request a custom quote for your needs. Together, we can customize the best service for your Zoom Contact Center deployment.



Integrations



Custom Widget Configuration



Custom Scripting



Chat Bot Configuration



**Outbound Flows/
Campaigns**



**Additional/Custom
Training**



**Advance features
consulting/configuration**



On-Site Services*

***On-Site Services:** On-site services can be provided for several project tasks, such as: assessment, design workshops, site surveys, hardware installation, cut-over support and consulting. Zoom's on-site team members can act as extensions of the customer's own on-site team.



For More Information

Email:
GS-Sales@zoom.us

Call:
1-888-799-9666

Visit:
zoom.us/global-services