

# Power your Contact Center to the Cloud



Powered by Cisco, ServCloud™ offers managed CCaaS & UCaaS to connect business needs with interaction objectives. It includes a full suite of interaction channels, coupled with next-generation predictive analytics to optimize operations and enhance customer experience.

In today's customer-empowered market, brands need to deliver superior experiences no matter when, where, and how their customers want it. With the ascension of cloud technologies, business decision makers are grappling for the best-fit solution.

## WHY GO CLOUD

- Inconsistent customer experience across platforms
- Unable to adapt to changing business requirements
- Shrinking IT budgets, decreased CAPEX - with a growing need for simpler business-wide architecture
- Inability to comply with security, resiliency and disaster recovery requirements
- Lack of in-house resources and insufficient experience in managing multiple call centers in different geographies

## ENTER SERVCLLOUD

ServCloud is an adaptable cloud-based customer interaction management solution that helps you optimize customer interactions, including phone, social, SMS, email, or chat, with robust analytics. You can engage your customers in meaningful conversations in their preferred channel – anywhere and anytime. ServCloud includes cutting-edge Servion’s IP solutions such as:

- **Managed Services Platform:** A unified dashboard to monitor the overall performance of your ecosystem. Integrated with ServGenie – a homegrown knowledge base system, it helps to move away from a reactive to a proactive Contact Center management.
- **ServIntuit:** An omnichannel solution that designs a smart preview of customer behavior, helping predict customer intent, chart unique customer journeys, create proactive interaction strategies and enable upsell/cross-sell opportunities.
- **ServInsights:** An analytics-driven reporting solution that slices and dices customer interaction data to discover hidden opportunities and strengthen customer engagement at every touch point.

Servion’s cloud offering comes armed with the ServCloud Portal. You can view and manage operational, administrative and performance information of your Contact Center, applications and Servion’s suite of IP solutions. The portal extends the control beyond IT into your business and operational teams to get critical information on a timely basis.



## ON-AIR COVERAGE

AIR is ServCloud’s model of excellence to help you swiftly maximize our cloud capabilities.

### ADAPTIVE

Readily scale Contact Center operations to meet your business goals and customer interaction objectives.

### INTEGRATED

Add new capabilities without delays with the ease of cloud-based access and optimize customer interaction processes.

### RELIABLE

Leverage a secure, enterprise-quality customer interaction management solution for uninterrupted performance.



## Power of ServCloud

Reduce capital investment and operational costs. We provide a utility-like model - often referred to as a "pay as you go" based on need.

Improve time to market for new applications. We allow businesses to focus on revenue driven initiatives, and satisfy increasing customer demands.

Simplify effective deployment and management of applications. We relieve the pressure of worrying about costly outdated infrastructure.

Manage capacity for peak usage or deal with volume spikes. We allow services to be scaled as needed, allowing business to pay on usage.

### WHAT WE OFFER

Per Agent Per Month model (PAPM)

- ServCloud Inbound Agents (Cisco)
- ServCloud UC (Cisco)
- ServCloud Outbound Agents (Cisco)
- ServCloud Email Agents (Cisco)
- ServCloud Chat Agents (Cisco)
- ServCloud Social Media Agents (Cisco)
- ServCloud – QM Agents (Calabrio)
- ServCloud – Analytics

### WHY SERV CLOUD

- The earliest cloud adopter, with 20+ years of CIM expertise and 10+ years of delivering managed services globally
- Managed CCAas and UCaaS 'scale as you grow' offerings that include proprietary Managed Services Platform for proactive monitoring and adhering to industry-leading SLAs
- Experience gained in our more than 1000 installations, incorporating best-of-breed Contact Center technology
- Enterprise-strong Contact Center capabilities to organizations, with adherence to SLAs in a secure environment
- Unified interactive ServCloud portal that allows users to manage cloud infrastructure and applications on the web
- Coupled with Servion's IP solutions to deliver Next Best Action strategies and robust analytics
- Provide consistent experience across the entire customer interaction journey
- Ability to comply with standards in security, resiliency and disaster recovery

## About Servion<sup>t</sup> Global Solutions

With over 20 years of seasoned Contact Center experience across 600 customers, 1000s of installations & 60 countries, Servion has in-depth domain expertise in customer interaction management.

For more information, visit us at [www.servion.com](http://www.servion.com) | [marketing@servion.com](mailto:marketing@servion.com)

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