GlobalXperts Contact Center Solutions

GlobalXperts is an IT and Communication support organization with a focus of providing Professional and Managed Services to Solution Providers and end users.

Our customers leverage our partnership as an extension of their professional services and managed services capabilities allowing them to extend their reach. In addition, our unique best-of-breed competitive approach has enabled our customers to enjoy substantial cost savings and quality of service.

Why GlobalXperts for UC?

GlobalXperts has developed a deep understanding of Cisco Unified Communications and how to design, implement and manage it. Solutions providers and end user organizations that partner with us for our Professional and Managed services have the peace of mind in knowing that they and their customers are in good hands with our certified and experienced Engineers.

We offer all levels of support such as Level 1 help desk support up through certified Level 3 subject matter experts. For managed services customers, our SLAs can be structured to cover just cover the dark hours and weekends or to fully co-manage all support for a customer account.

ADVANTAGES:

- Comprehensive Managed Services and Professional Services for Communication Infrastructure (Voice, Data & Video), End user computing, Applications, Storage & Security
- RNOC is staffed with over 50 experienced engineers with multi-vendor credentials
- Tools & Processes to manage small, medium and large enterprise networks.
- Customer policy is to provide network management and technical services that are competitive, timely, credible, and reliable that exceeds customer expectations.

Our Unified Communications Platform

GlobalXperts' solution offerings revolve around three core services offerings - **Advisory**, **Transformation** and **Managed**. We enable organizations to develop a clear Unified Communications solution strategy and build a roadmap for achieving same. Our services include identification of business needs, reasons for lack of UC adaptation, suggestions/solutions addressing the needs and final stage of deployment.

Our implementation methodology is base lined against Industry and Cisco best practices which enables us to deliver high quality services on a globally standard consistent manner.

BENEFITS:

- Accurate and competitive Project Scoping & Costing
- Requirements Management
- Hands-on Project Management
- Reduced Risk of Project Failure
- Improved visibility into the project smooth handover
- Extended packaged tools to improve user acceptance and integration
- End User Training
- Streamlined and easier maintenance management
- Alignment with Cisco Lifecycle Service Approach

The GlobalXperts Difference

As one of only a handful of Cisco® Gold Providers globally, GlobalXperts has earned a solid reputation for its cloud network, the innovative services that run on it, and the simplified environment customers enjoy when using integrated third-party applications.

GlobalXperts sets itself apart in the cloud service marketplace using a set of differentiated services, including a dedicated private cloud instance with flexible options for customization and consumption models. Our carrier-class, geographically redundant network architecture includes multi-carrier diversity and also provides SLAs, 99.999% uptime, 24/7/365 US based Service Desk, full service Remote ITSM-as-a-Service, staging & kitting, nationwide deployment/logistics and field dispatch services.

CONTACT CENTER IQ - ASAP

aws partner network

GLOBALXPERTS IT Services and Support

PURPOSE

The intent of this package is to quickly deploy a Virtual Assitant for POC of Contact Center (Modernization/Automation) on AWS that is operationally deployed within 4 - 8 weeks.

INTENDED AUDIENCE

This package is intended to address the needs of those members in organizations responsible for Customer Support, Customer Satisfaction, Customer Retention, and Technical Support.

The roles of these individuals are typically VP/Director of Analytics, Head of Operations, or Customer Satisfaction.

PARAMETERS

- Single Use Case Definition
- Solution will be built using AWS Services only
- In POC, no integration with existing systems

SOLUTIONS

- Virtual Agent
- Agent Assist
- Insights
- Social Media
- Contact Center Transformation
- Text
- Voice
- Telecommunications
- Email

APPROACH

Design
- ContactCenter Insights
- Intent Identification
- Conversation Designer

Develop
- Question Paraphraser
- FAQ Generator
- Solution Testing

Manage
- Automated Evaluation Engine
- Virtual Agent Performance
- Bot Version Management

GLOBALXPERTS BENEFITS:

- 15 years of UC implementation experience
- Talented resource pool - On demand deployment
- NOC - 24x7 support
- Cisco-certified engineers available 24x7x365
- Cisco Gold Partner with combined 50 years of experience
- A combined pool of certified CCNA, CCNP, and CCIE Engineers and Project Managers
- Experience with Cisco, Microsoft, and Avaya Call Control and Applications
- Competitive hourly and project rates
- Worldwide professional services coverage
- Trusted relationships with business partners and manufacturers throughout the United States, and internationally

QUANTIPHI OFFERINGS

Basic

- 4 Weeks
- Virtual Agent (Text + Speech, Lex + Polly, BOT)
- Up to 5 intents

Prerequisite
- Conversational Flows
- Custom Vocabulary for Transcription

Advanced

- 6 Weeks
- Agent Assist (Sentiment Analysis, Entity Detection, Enterprise Search, Topic Modelling)

Prerequisite
- List of Entities
- Knowledge Repository
- Conversational Logs

Pro

- 8 Weeks
- Virtual Agent Bot with 5 intents
- Agent Assist (Sentiment Analysis, Entity Detection, Enterprise Search, Topic Modelling)

Prerequisite
- Conversational Flows
- Custom Vocabulary for Transcription
- List of Entities
- Knowledge Repository

TECHNOLOGY STACK

- Amazon Connect
- Amazon Lex
- Amazon Comprehend
- Amazon Transcribe
- Amazon Polly
- Amazon Kendra