

## ScanSource Contact Center Implementation Offerings

ScanSource Services Group offers a full range of Contact Center professional services to help maximize the value of your business. With years of experience, our team holds multiple industry certifications in design, configuration, implementation and go-live delivery. We offer **complete end-to-end services** to support you, our valued business partners.

### Our Offerings

Whether you need full **turnkey or partial implementation our strength assures you of improved efficiency and the highest customer satisfaction** at the price and value you are looking for.

#### Our offerings include:

- Call Center Elite
- Advocate
- Elite Multi Channel
- Avaya Aura Contact Center
- Advanced Reporting Training
- Advanced CRM Integration (Salesforce, Microsoft, NetSuite, SugarCRM, ZOHO)

### Our Support

How does ScanSource Services Group **increase your take-rate?** By becoming an extension of your implementation team in support of your customer's needs.

- Implementation Design Discovery
- Remote or Onsite implementation
- End User, Supervisor and System Admin Knowledge Transfer

### Our Commitment

With ScanSource Services Group, you have a **true services partner** that you can count on. We never sell to end-users and we ensure you have the **level of support when and how you need it**. ScanSource Services Group is the certified team to:

- Expand Your Services Offers without Increasing Overhead
- Access to a Certified team of Implementation Engineers

Contact us at: [quotes@scansourceservices.com](mailto:quotes@scansourceservices.com) /  
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