

ScanSource Contact Center Implementation Offerings

ScanSource Services Group has **15 years+ experience** in design, configuration, Implementation and go-live delivery for Avaya Contact Center solutions. We are an Avaya SOIP partner and have Avaya IP Office Contact Center (IPOCC) and ACCS offers with **complete end-to-end services** to support our valued business partners at any stage of the sale.

Our Offerings

Whether you are interested in ordering our **services a la carte** based on your customer's needs or leveraging our **turnkey offering** that includes voice, email, web chat or CRM Integration, ScanSource Services Group can implement the services for you at the price and value you are looking for. Our offerings include:

- Inbound Campaigns with Skills-Based Routing for Voice, Email, Web Chat
- Preview/Progressive Outbound Dialer Campaigns
- Call Back Assist
- Call Recording (Contact Store for IP Office)
- Advanced Reporting Training
- Advanced CRM Integration (Salesforce, Microsoft, NetSuite, SugarCRM, ZOHO)

Our Support

How does ScanSource Services Group **increase your take-rate?**

By offering the **caliber of support** that you need to win the business. Our Avaya IPOCC and ACCS support services include:

- Pre-Sale and Post-Sale Support
- System Design and Configuration Assistance
- Free Customer Demos to Strengthen Your Sales Pitch
- Agent, 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
- Quick ROI with 3 Week Turn Around
- Access to Avaya Certified Engineers

