

# Why you need Service Management for Contact Center.

**Your contact center is the lifeblood of your organization. Getting it setup right, maintaining current best practices and constantly improving your service is key to your prolonged success.**

8x8 Service Management for Contact Center allows your team to focus on your business while your assigned 8x8 systems expert handles all system administration and user management needs. Saving time and offloading tasks is easy with a range of monthly plans to choose from.

## Get continuous support.

Service Management for Contact Center provides ongoing support that keeps your contact center running at optimal efficiency, but that's only the beginning. This team of experts will complete that laundry list of tasks – many too small to find itself on a statement of work. Think of it like adding expert staff to your team without any of the burdens. They know your systems, they implement industry best practices and they are there when you want them.

## Services you want done by experts.

- Assigned technical point of contact and customer advocate
- Design, implement and update queues, channels, call flows and reports
- Design, implement and change interactive voice response (IVR) flow
- Manages moves, add, changes and deletes (MACD) and skill group assignments for users
- Setup Quality Management (QM) templates and configures custom Speech Topics
- 3rd Party out of the box integrations
- Phone configuration including auto attendants, group call pickup and group paging
- Number porting
- Ensure maximum utilization of features and functionality
- Best practices recommendations and solution design

## Choose the best size for your needs.

Available in 2, 5 or 10 hours of service per month. Additional hours can be added as needed.

## Additional configuration is often needed.

Even a cloud-based contact center may require some additional configuration or support, call queue set-up, routing based on digital channel or agent skills and/or assignment of agents to best take advantage of their expertise and schedules. For businesses with dedicated IT personnel, this is usually not a problem. But what if everyone at your company already pulling double duty? How do you make sure communicating with your customers is as efficient as possible?

## Value.

- Reduce need for in-house administration and management of the contact center
- Get the most out of contact center features
- Get best practices and configuration improvement recommendations
- Timely resolution of support issues from a single point of contact, when needed

