IS THERE A CONTACT CENTER HIDING WITHIN YOUR BUSINESS?

In today's world, a contact center is defined less by the physical space it occupies and more by the customer experience it delivers. Use this flowchart to determine if there's a hidden contact center within your business.

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CNP TECHNOLOGIES

START

Does your business have 10 or more employees?

YES → NO →

Do you reach out to people to generate business? — NO → Do people contact your business to resolve issues?

YES ↓

Do you have multiple departments that interact with customers? — NO → Are callers often transferred more than once?

YES

YES ↓

Do multiple people perform the same function when interacting with customers? — NO → Do you often have more customer interactions than staff to handle them?

YES

YES

NO

YES → Are customers waiting for answers that they should be getting in real-time?

NO

YES → Do you experience spikes in customer interactions during certain times of the day/year?

NO

NO

Looks like you have a contact center.
Although you may call it by a different name, there is at least one contact center hiding within your business. Improve the experience for your customers and staff with cloud communications tools to help you better manage routing and responsiveness.

Billing   Remote Workers   Help Desk   Sales   Customer Care

Hmmmm... Guess not.
You don't appear to have a hidden contact center, but could still benefit from cloud phone solutions which can help you reduce costs, improve efficiencies, deliver outstanding service and grow your business.

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