Elevating Contact Centers Into The Cloud

Business leaders are no longer on the fence when it comes to cloud computing - they're fully on board. The technology has proven itself to be a powerful tool for organizations of all kinds, delivering a wide range of advantages.

It's not surprising, then, that 90 percent of contact center operators expect to deploy cloud solutions by 2016. While migrating contact center operations into a cloud environment is a major endeavor, the benefits can enormous. These include:

• **Lower Costs:** With the cloud businesses can cut down on the upfront costs associated with on-site hardware, as well as ongoing expenses related to backend support, as the cloud vendor takes on both these responsibilities.

• **Superior Agility:** The cloud can improve a contact center's disaster recover and ability to accommodate remote workers.

• **More Channels:** Cloud-based contact centers can easily offer integrated IVR, videoconferencing and more through a centralized infrastructure.

• **Exceptional Service:** By leveraging cloud services, contact centers can not only meet, but actually exceed the expectations of today's consumers, who are increasingly time-starved and tech-savvy.

With all of these benefits, the question contact center leaders face is not whether they should embrace the cloud, but rather how soon they can start the migration process.

ELEVATING CONTACT CENTERS INTO THE CLOUD

Migrating contact center operations into the cloud is a significant step, but it comes with real rewards.
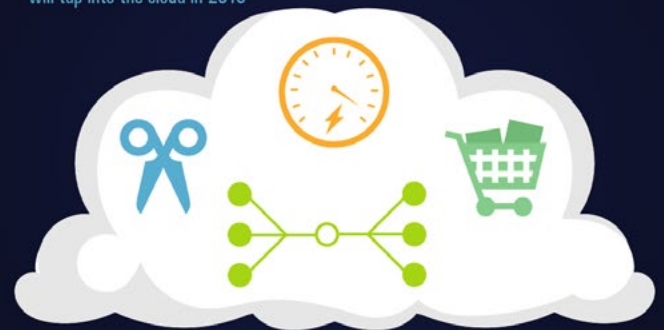
CUTTING COSTS

Slash upfront hardware expenses and backend support costs

90%
of contact center operators will tap into the cloud in 2016

INCREASING AGILITY

Simultaneously strengthen disaster recovery and leverage remote work arrangements

EXPANDING CHANNELS

Simply and seamlessly integrate everything from IVR to videoconferencing through centralized infrastructure

92%
of organizations that view customer experience as a differentiator offer multiple service channels

EXCEEDING EXPECTATIONS

Cater to the preferences of today's time-starved, tech-savvy consumer

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SOURCES
frost.com/sublib/display-report.do?id=NCCD-01-00-00-00
www2.deloitte.com/us/en/pages/operations/articles/2013-global-contact-center-survey.htm