

YOUR ROADMAP TO CONTACT CENTER MANAGEMENT SUCCESS

V-Tech will map out with you an innovative yet practical solution for each of the nine steps to setting up a new help desk or call center:

- **Strategic Planning** - From creation of achievable milestones through return on investment analysis
- **Equipment Selection and Investment** - Guidance through assessment, selection, implementation, and adoption
- **Performance Measurements** - For all levels of staff and situations
- **Staffing** - From job descriptions through on-boarding
- **Training** - For all team members and on every call center subject
- **Project Development and Management** - From development of campaigns, programs, and projects through their successful completion
- **Coaching** - All levels of staff to achieve team goals
- **Reports** - Reporting to understand Automated Call Distribution (ACD), call ticket activities and agent results
- **Temporary to Permanent Staffing** - Assistance in the selection of staff for the call center.

CONTACT

Victor P. Holt
President & CEO
vholt@v-techsolutions.net

Every initiative must have a plan - a roadmap to success, if you will. Your new or transitioning help desk or call center must take into consideration its goals, leaders, staff, technology, space, training, cost and workload before it even opens its doors. Without thoughtful planning, you are unlikely to arrive at success. V-Tech Solutions can help you layout your roadmap to help desk/call center success. Our team includes experienced top-level managers who hold industry recognized certifications, such as the Call Center Industry Advisory Council's Certified Call Center Management Consultant (CCMC). These call center professionals work with our clients to create impressive results even with short deadlines.

We have helped government agencies add productive call centers to support their staff and their clients. For example, V-Tech established a hosted solution to support America's banking industry to submit Central Data Repository reports required by the FDIC and Federal Reserve Board. We have fine tuned an on-site call center for EPA to provide support to over 8000 employees in the DC area. For both large and small agencies, our highly experienced staff has designed, implemented and managed call centers with as few as 6 to as many as 80 agents. We have call center Leaders with hands on experience with Avaya, Interactive Intelligence, Aspect, Blue Pumpkin, Witness Call Recording and Siebel CRM.



V-Tech has established a strategic partnership with the leader in call center standards and education, the International Customer Management Institute, ICMI. Through this arrangement, V-Tech has enabled our call centers to educate and certify the call center staff as Certified Customer Service Representatives (CSR's). Each CSR must go through a rigorous training program and pass a comprehensive testing process to be certified by ICMI and establish their level of professionalism within the call center setting.

Excellence in customer service skills and quality in all customer interactions is the driving focus of all V-Tech call centers. Creating the best possible help desk or call center for you and, more importantly, your clients is done by focusing on the vital strategic areas of resource and performance management.



"Excellence at Work"



Why Use V-Tech Solutions For Your Help Desk/Call Center?

V-Tech Solutions = Successful Help Desk and Call Center Outsourcing. Our Help Desk/Call Center business is centered on helping our clients to implement the **BEST POSSIBLE** call centers for their needs. V-Tech Solutions is your **"One Source to Outsource."** The benefits of working with V-Tech Solutions include:

- **KNOWLEDGE**

Over the years, our team has amassed a vast amount of knowledge and experience about the capabilities and operations of service centers (call centers and help desks). This information allows us to effectively plan and implement the best call center and help desk technology and operating plan to be successful for each client's need.

- **SECURITY BLANKET**

V-Tech has provided a variety of IT and Professional services to 18 different agencies over the last six years that include Helpdesk and Call Center support. Our unique understanding of the Government and government contracting demonstrates our commitment to ensuring the success of agencies' missions and objectives.

- **TIME SAVINGS**

Our experienced staff can quickly and effectively introduce you to the best possible solutions for the customer. This can save you hours, days and weeks of frustration during the search process and, more importantly, eliminate the frustration of choosing the wrong call center or help desk solution. The time and cost savings can be enormous.

- **COST SAVINGS**

Through V-Tech's expertise in the call center industry, we help our clients find the most cost effective solution for your particular needs. We recognize that in call centers, "one size does NOT fit all." Our objective is to establish successful, long term relationships - so we have the incentive to help you find the best combination of quality, service, and price.

- **BOTTOM LINE**

If you are looking for a low-risk way to minimize your costs, maximize your time, and give your Help Desk/Call Center outsourcing effort the best chance of success, V-Tech Solutions is your **"One Source to Outsource."**

If you are interested in establishing a quality help desk or call center for your customer or agency, give us a call today at 301-495-2693.