



MANAGED
SERVICES

Altura Contact Center Management Support

Altura Contact Center Management Support is comprehensive and includes the supervision and management of the lifecycle of contact center applications. We maintain information concerning system configuration, individual elements and their relationships throughout the duration of the contract.

The primary objective is to prevent incidents from happening, and to minimize their impact if they occur. We track and assist in the resolution of contact center issues, restoring normal operations as quickly as possible, with the least impact on both customers and agents.

Altura's Managed Services team provides our clients with peace of mind to ensure their contact center is operating at peak performance.

Immediate Benefits Include:

Management of Avaya's advanced contact center applications

Contact center agent administration

Management of call routing, call flow, and reporting

Reduce contact center headaches with a technical resource

Optional after-hours and weekend support by Altura's Network Operations Center

Shift the burden of contact center management support to Altura!