

Professional Services for Encore

TDI's Professional Services enhances your business

Highlights

- Experienced and dedicated Professional Services team
- Formalized implementation and communication plan
- Post-install user training
- Consulting services that incorporate industry standards & best practices

The purchase order is signed, and you are ready to get started with the implementation of your newly purchased Encore Suite. So, what's next? With the TDI Professional Services, you are in good hands. TDI's team will manage the project from start to finish— from implementation to user training, TDI's professional services team will work with you to maximize the return on your TDI contact center investment.

PROFESSIONAL SERVICES PROJECT MANAGEMENT PROCESS

Backed with a 25 year history of successful implementations, we have developed a proven project management methodology designed to provide you with a system that is installed on-time, on-budget, and exceeds your expectations.

TDI's project management includes:

- A dedicated Project Manager to serve as the primary point of contact for all your interactions with the TDI team.
- Several TDI hardware and application experts that will work closely with your team to define project details, requirements and timeline.
- A implementation plan, to ensure clear and open communication:
 - The Implementation Plan: provides implementation details, such as resources, timelines, TDI and customer responsibilities and project goals.
- A series of virtual conferences are held prior to implementation, each tailored to a specific stage of the project. After each meeting the Project Manager distributes action items to team members and follows up with them individually, ensuring implementation best practices.
- Formal training and support, both of which will be offered onsite during the implementation. After going live, the instructor is on hand to make sure users are comfortable with the system and utilizing it to its maximum capacity.



CONSULTING SERVICES

Perhaps the greatest benefit a consultant can bring is his experience. TDI's Professional Services team is comprised of professionals with decades of contact center optimization experience. Our team specializes in building effective quality assurance (QA) scorecards that increase agent performance and productivity and improve customer satisfaction.

TDI's Professional Services team will work with you to understand the KPIs your organization wants to measure your agents against. Your consultant will provide recommendations, which are based on current industry standards and best practices as observed through our base of customers within your line of business.

We attribute our high customer referenceability rate (97%), to the approach we take with every customer and every project – we listen carefully, assess comprehensively and utilize a standardized method for implementation that factors in the uniqueness of each customer and project. We are dedicated to helping you maximize the return on your TDI contact center investment!

Consulting Services Benefits are:

- More productive agents and managers
- Higher customer satisfaction levels
- Implementation of industry best practices
- Improvements in agent retention

By taking advantage of TDI's Professional Services team's knowledge and experience, you gain not only the financial advantages of improved efficiency but, more importantly, you obtain the ability to better serve and support your customers. To schedule an appointment, contact TDI at 480-585-6464 and ask for a Professional Services expert.



About TDI

TDI is a leading provider of revenue accelerating solutions for the contact center industry. For 25 years organizations have relied on TDI's proven technology, innovative solutions, and quality services to develop their workforce, optimize the customer experience, and improve sales and service revenues.

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