CtiPath Services improve all experiences related to critical, real-time applications.

How can we help you... Engage Better?

The Modern Contact Center

A modern contact center is more than a collection of servers and devices. Primarily, the modern contact center is a suite of applications, processes, scripts, databases, and more that must all work in sync to provide good experiences to the caller/customer, the agents/workforce, the technology team, and the business.

CtiPath services are designed to reach beyond the device level in order to monitor the various applications and improve these contact center experiences in real-time.

CtiPath Services for the Contact Center

CtiPath Managed Services offer monitoring, maintenance, and management of the contact center devices and applications. Our Data Flow Manager is designed to handle complex log and device monitoring and provide real-time information to our trained engineers.

CtiPath Integration Services include version upgrades and migrations, as well as custom integrations for multiple third-party applications such as call recording, call analytics, and workforce management.

CtiPath DevOps Services provide scripting and call flow development, as well as custom development to meet the needs of modern enterprises. This includes design, development, deployment, monitoring, and continuous improvement.

CtiPath Data Services offer assistance with agent desktops, dashboards, and reports as well as custom data analysis and presentation. We help the customer sift through the deluge of data to find the important information needed to run the contact center.

CtiPath LifeCycle Services provide the customer with consulting, planning, roadmapping, project management, solutions architecting, and business analysis. Since we are not tied to a particular vendor, we can offer consultation that's not tied to sales or quotas.

CtiPath Managed Services for the Contact Center are designed to provide customized and personal support for the modern contact center. We offer managed services at different levels to meet the needs of each customer:

Monitor Level

- CtiPath's Data Flow Manager automatically monitors contact center applications and devices
- Resource engineer assigned for personalized support and communication
- CtiPath provides incident notification for all important alerts raised by DFM
- Customer has access to CtiPath engineers and developers through a T&M workflow

Maintain Level

- Includes all Monitor Level Services (above)
- Co-management of monthly patching and rebooting schedule
- CtiPath provides document for monthly CAB for maintenance

LifeCycle Level

- Includes all Monitor and Maintain Level Services (above)
- CtiPath assumes responsibility for incident notification and management
- CtiPath provides root cause analysis of all outages
- Continuous business and operations engagement

Featured Services for the Contact Center

CtiPath CallRunner service provides load testing and automatic IVR testing. For load testing, CallRunner can place calls into the contact center environment to confirm that the system works under load. For IVR testing, CallRunner can automatically place calls into the environment at programmed intervals to test functionality and quality of the call flow.

CtiPath VitalsPoint service allows the customer to better track calls through the complicated contact center environment in order to better understand the customer's experience. This service offers real-time reporting of caller behavior and call flow effectiveness providing instant feedback and alerting.

CtiPath Bulk Attribution Editor service allows the customer to modify contact center agent attributes in real-time. Multiple attributes for multiple agents may be changed at the same time, secured by the user's role in the contact center.

Contact us at **info@ctipath.com**