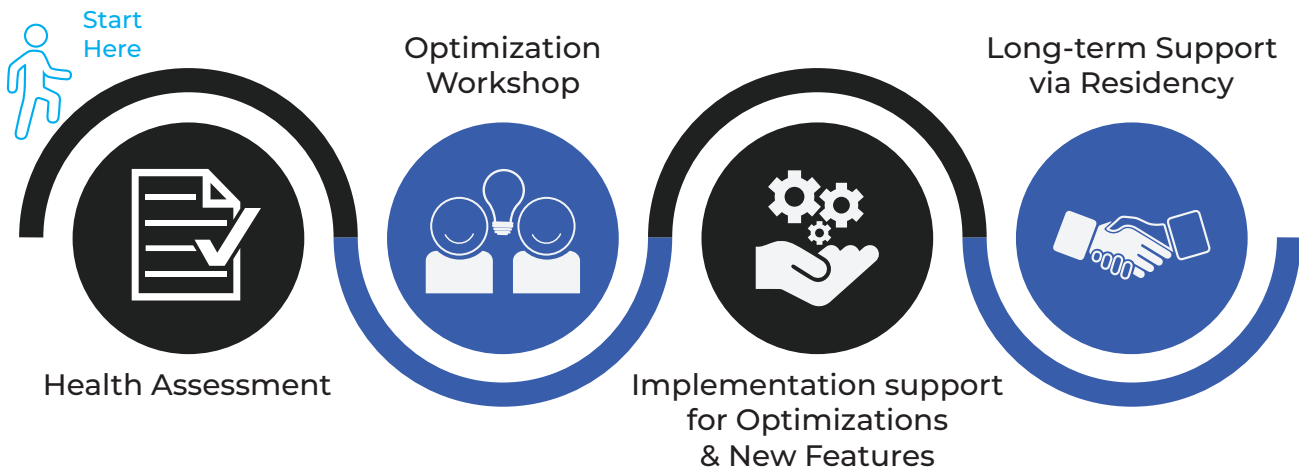**ALVARIA**®

Alvaria Professional Services™: Business Consulting

Identify how you can optimize your Alvaria investment for better business continuity, agent empowerment and customer experiences.

Start Here

Health Assessment

Optimization Workshop

Implementation support for Optimizations & New Features

Long-term Support via Residency

Why Alvaria Professional Services Business Consulting?

- The Business Consulting team brings on average 24 years of contact center experience
- Prior to Alvaria, majority of consultants were administrators and managers of Alvaria
- The consultants are versed on many different verticals and industries
- They are passionate, thought leaders that provide consulting in many different areas of the contact center

Health Assessment

The Alvaria Professional Services Health Assessment is an evaluation of your product configuration, usage, and performance. It is designed to point out areas of opportunity for improved adoption and value including collaborative discussions and final documented read out for future partnership. The assessment process consists of the following steps:

- Pre-Evaluation call to outline specific focus areas
- Review of recent support cases
- Joint business and/or technical evaluation session
- Analysis and next steps defined
- Future partnership review

> " Personally, I want to say how much I've enjoyed working with you. You are obviously very knowledgable, but also very patient. No judgment on your end, you just patiently make recommendations of change and the why behind it. "

– Top North American Electric Power Holding Company

Optimization Workshop

The Alvaria Professional Services™ Optimization Workshop is a deep dive analysis of your business processes and configuration alignment. During the workshop, real-time adjustments to configuration may be made to improve administration efficiency as well as agent and customer satisfaction. New features will be discussed and demonstrated as time permits. The workshop will define future strategic vision for product growth and functionality expansion. The workshop will include the following phases:

- Pre-Optimization planning call to determine agenda
- Business processes and configuration review
- Opportunities identified and immediate changes reviewed
- Optimizations made and measured
- Documented future recommendations and next steps

Implementation Support

Alvaria Professional Services offers implementation support where a Subject Matter Expert will consult on configuration, industry standards, best practices and administration tasks. A proven delivery methodology will be followed to ensure successful deployment of new features and functionality. The delivery process will include the following phases:

- Pre-Optimization planning call to determine agenda
- Business processes and configuration review
- Opportunities identified and immediate changes reviewed
- Optimizations made and measured

Long-Term Residency Support

Alvaria Professional Services residency puts an Alvaria expert on your staff. This provides years of experience for as long as you need it, without the hassle that comes with recruitment and ramp-up. We have flexible options to provide you with the most effective and efficient support model. Common tasks that a residency expert can provide include but are not limited to:

- Configuration Support
- Administrator Training
- Resource Augmentation
- Supervisor and Agent Training
- Documentation

For any questions or additional information contact us 1-978-250-7900 or send an email to contact@alvaria.com.

" I'd like to commend you on an awesome job during the Observation and Requirement gathering sessions. This was my first time sitting in on your sessions and your positive energy and enthusiasm is surely amazing, especially when you have to repeat yourself a couple times a day, throughout the week!"

– Global Technology Communication Company

About Alvaria™
Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™.

ALVARIA®