

Call Design

Diamond Partner with Exponential Growth

Alvaria Products Call Design Offers

- Alvaria Advanced Outreach™
- Alvaria CXP™
- Alvaria Engagement Analytics™
- Alvaria Motivate™
- Alvaria Performance™
- Alvaria Quality™
- Alvaria Workforce™

The Organization's Beginnings

Call Design is a consulting firm specializing in workforce engagement management (WEM) with over 20 years of experience with contact center solutions. With operations in Australia, North America, and LATAM, Call Design has established itself as a champion of employee and customer experience excellence, contact center optimization and a leading provider of Alvaria solutions.

Based in Nashville since 2013, Call Design North America has sold and supported Alvaria's industry leading WEM solutions for customers ranging from small and midsize businesses (SMB) up to large BPOs. In 2022, Call Design branched out to include sales efforts in Latin America.

Partnership with Alvaria

David Schlacter, Senior Vice President of Sales for the Americas and Europe at Call Design, emphasized the synergistic nature of the partnership, stating, "Call Design and Alvaria act like an extension of each other."

An example of the partnership's success can be seen in a recent collaboration with a leading laboratory services organization with approximately 3,000 contact center agents across North America. By leveraging Alvaria's solutions and Call Design's expertise, the company achieved greater control over agent adherence and skill management. The result was improved forecasting and scheduling, ensuring optimal agent allocation to serve clients efficiently, as well as provide flexible scheduling capabilities that improve agent satisfaction and reduce attrition.

“Call Design and Alvaria act like an extension of each other.”

– David Schlacter, Senior Vice President of Sales for the Americas and Europe, Call Design

As part of their ongoing collaboration, Call Design has developed three custom integrations for Alvaria Workforce, specifically tailored for Twilio, Salesforce, and Zendesk.



About Call Design

Contact centers are often so busy executing their day-to-day tactics that they're challenged to find time to think strategically about where they should be going. Call Design helps elevate contact centers, so they aren't seen as merely cost centers but as strategic assets to the long-term organization's success. This happens by taking to market their best-in-breed software partner, Alvaria, creating custom development work to support the Alvaria product suite, and leveraging their decades of experience through contact center consulting and training. The result is a client's workforce that is happy, engaged, fulfilled, aligned, and productive at work.

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Future with Alvaria

In recognition of their exceptional performance, Call Design earned the prestigious Diamond Partner status in 2023, highlighting the commitment and expertise of both companies. "We're very proud to have achieved the diamond partner status with Alvaria. I think it's a testament to the very close, deep partnership of our organizations that has been going strong for a long time," Schlacter said.

Call Design sees Alvaria as a key driver for ongoing organic customer growth and product revenue expansion. As part of their ongoing collaboration, Call Design has developed three custom integrations for Alvaria Workforce, specifically tailored for Twilio, Salesforce, and Zendesk. These integrations are the most recent in long line of Alvaria WFM integrations, with many more key strategic connectors to come. Call Design's goal is to strengthen the Alvaria partnership, enable customers to break down siloes by connecting more systems to WFM, and support the Alvaria Sales Team by removing barriers to sales.

Call Design remains committed to providing comprehensive training, consulting, and professional services complementary to Alvaria's offerings. Schlacter expressed his enthusiasm, saying, "We're super excited about the emphasis and focus on the partner community. The support the Alvaria team gives the partnership is a huge part of our success to date and where we're going together in the future."

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™. For more information, visit www.alvaria.com. Follow Alvaria on Twitter at [@Alvaria_Inc](https://twitter.com/Alvaria_Inc). #ReshapingCX

