



## CUSTOMER INTERACTION SERVICES

MULTIMEDIA SOLUTIONS TO HELP YOU INTERACT MORE SUCCESSFULLY WITH YOUR CUSTOMERS

### YOUR CUSTOMERS ARE EMBRACING NEW WAYS OF DOING BUSINESS. ARE YOU?

Traditional call centers are getting an urgent message – that dramatic changes in information processes and technologies, accelerating market demands and an increasingly competitive business climate are transforming their roles.

BellSouth Business's Customer Interaction Services (CIS) can help your company respond to the call. Our expert resources, combined with the most sophisticated technologies available, can provide your enterprise complete solutions – from analysis to design to implementation to ongoing support.

### SURPASS YOUR COMPETITION WITH THE LATEST TECHNOLOGIES

We research carefully – identifying and evaluating the latest technologies. Our approach is to offer "best of breed" capabilities that have been thoroughly evaluated to insure that we can implement and support them with the quality our customers demand. Our current portfolio of customer interaction capabilities include:

#### AT A GLANCE

- **LEVERAGE OUR PROFESSIONAL SERVICES AND THE LATEST TECHNOLOGIES TO BEAT THE COMPETITION**
- **IMPROVE YOUR CUSTOMERS' EXPERIENCE WITH YOUR CALL CENTER**
- **INCREASE PROFITS AND REVENUES, DECREASE THE COST OF CUSTOMER SERVICE**

- Automatic Call Distribution
- Intelligent Routing (Skills, Locations, Customers, etc.)
- E-mail & Video Routing
- Intelligent Answering (Screen Pop)
- Predictive Dialing/Call Blending
- Remote Agents
- Unified Messaging (voicemail, e-mail, fax)
- Multimedia Self-Service (telephone, web, fax)
- Speech Recognition
- Text-to-Speech
- Quality Monitoring/Transaction Recording
- Customer Experience Recording
- Agent Scheduling, Forecasting & Tracking
- Staff, Schedule & Call Allocator (centralized or local)
- Agent Productivity, Real-Time Adherence & Real-Time Status
- Agent Productivity Tools
- Skill-Based Routing Simulator
- Cradle-to-Grave Reporting
- Management Reporting Tools
- Call Center Display Boards

## CIS CONSULTING SERVICES

- Call Center Analysis
- Customer Interaction Strategy/Process Analysis & Design
- Custom Reports Design
- Detailed Design Services
- Hardware/Software Procurement

## CIS IMPLEMENTATION SERVICES

- Project Management
- Application Development
- System/Application Integration
- Hardware/Software Staging and Installation
- System/Application Testing

## CIS SUPPORT & MANAGEMENT SERVICES

- System Monitoring
- Hardware/Software Maintenance
- Application Maintenance
- Call Center Management Services
- Change Management Services

## CIS CUSTOMIZED TRAINING SERVICES

- Agent Tools/Skills
- Supervisor Tools/Skills
- Call Center Manager Tools/Skills
- Technical Support Tools/Skills
- Executive Education

## LEAD YOUR FIELD WITH CIS PROFESSIONAL SERVICES

Use of the latest technologies is just one part of our comprehensive approach. Experts from BellSouth Professional Services have the knowledge, certifications and experience necessary to help you assess your needs, develop your solutions, implement your systems and manage/support your operation.

## CIS: OUR VALUE TO YOU

We help you by leveraging our expert resources and “best of breed” customer interaction capabilities to solve whole problems with measurable results. Customer Interaction Services from BellSouth Business can help you increase revenues/profits, decrease costs, and improve the customer interaction experience.

For more information, please contact: Kathy Slone, Sales Analyst  
404-486-5642

kathy\_slone@bcs.bellsouth.com  
www.bellsouth.com/bcs



**Customer Need**  
+  
**BellSouth Capability**  
+  
**Measurement Plan**  
=  
**BellSouth Solution!**

