

Checklist

6 steps to a seamless migration to Contact Center as a Service (CCaaS)

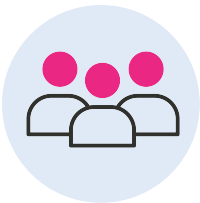
With planning, transitioning to CCaaS can be effortless. Here's how to get started:

1 Define your business goals



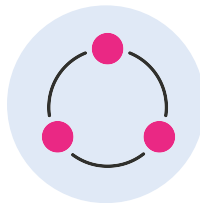
List your goals, requirements, call volume and anticipated customer interactions. Assess your technology infrastructure for future needs. Develop use cases to identify the optimal cloud solution for your business.

2 Choose a dependable partner



Choose a CCaaS provider that meets your business needs and goals. Prioritize reliability, availability, security, usability, 24/7 support and flexibility.

3 Plan for migration and integration



Collaborate with your provider to design a tailored solution for your business. Create design documents, discuss connectivity and develop a migration plan, timeline and budget for a seamless transition.

4 Integrate business processes



Integrate and automate business processes with essential solutions such as ERM, CRM and telephony for seamless real-time information flow, resulting in superior customer service.

5 Train and monitor



Drive user adoption for success. Prioritize comprehensive user training, including all current and potential users. Manage the transition diligently to maintain excellent customer support.

6 Measure and improve



Monitor the efficacy of the new infrastructure. Regularly review KPIs such as first call resolution (FCR) and net promoter score (NPS). Use advanced analytics to identify gaps, then work through your processes and resources to eliminate them.