



## The Sky's the Limit with TSG's Cloud Solutions

Powered by Avaya®, TSG's cloud solutions deliver exceptional customer experience outcomes.

### Platform Advantages:

1. Secure/PCI/customer isolation
2. Active/Standby with full disaster contingency
3. Native support of local connections on the market leading platform

### TSG cloud solutions offer:

- Frictionless access across technologies
- Constant collaboration between data
- Personalized customer experience tools

### Why cloud?

Is your outdated legacy system prone to failure, sporting different back-end programs cobbled together like Frankenstein's monster? Or perhaps you have a new infrastructure that isn't able to keep up with the latest multichannel advances, hindering your ability to bring customer experience to the next level?

TSG's cloud solutions portfolio focuses on customer experience outcomes, so your company can overcome challenges and deliver a transformational customer experience. They are designed so that your customers are not subjected to long waits, luck-of-the-draw associates, and repeating themselves at every turn. Instead, our cloud solutions give contact center associates tools to effectively respond to customer needs, while giving executives improved insight and control, all at a lower cost.

### What is our cloud, exactly?

TSG's cloud solutions are a package of everything a company needs to operate a leading-edge contact center, with TSG Managed Services handling both the migration and the day-to-day support. These solutions are specifically tailored to meet the needs of:

- Small-to-medium business
- Enterprises and companies with multiple deployment sites requiring rapid turnaround installations
- Companies seeking a one-size-fits-you solution

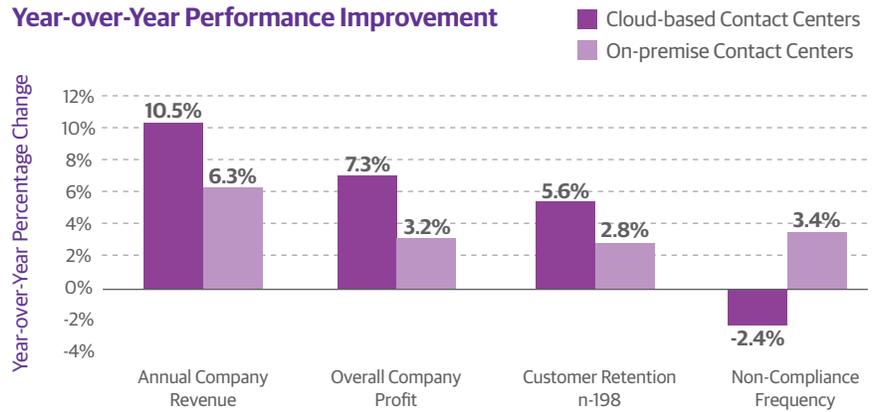
In addition to the most current version of Avaya's powerful enterprise communications software, our exclusive cloud contact center solutions employ differentiated features that enhance the capability and flexibility of the Avaya platform, including:

- **Unified Desktop Tools** for omnichannel management, soft phone, screen pops and optional CRM integration;
- **Unified Administration and Reporting** for highly secure, roles-based portal access and real-time reporting capabilities;
- **Dynamic Routing** for real-time agent and skill-based intelligent routing powered by Avaya' Call Center Elite;
- **Integrated Reporting** for the optimal mix of high- and low-level performance metrics; and
- **Interactive Voice Response (IVR)** for self-service automation.



- Upgrades include:**
- Omnichannel Support
  - Advanced Messaging
  - Mobility Options
  - Custom Self-service Application Development
  - Call Recording
  - Unified Communications
  - Real-time Audio Files: creation/publishing

**Year-over-Year Performance Improvement**



Source: "Transitioning your Contact Center from On-Premise to the Cloud," Aberdeen Group, April 2013. Base: 198 respondents

**But wait, there's more.**

Cloud contact center deployment is speedy, typically taking weeks versus 18–24 months or longer for premise-based solutions. In addition, organizations with cloud contact centers spend 27 percent less on their annual contact center costs, and achieve an 8 percent to 22 percent improvement in first contact resolution (FCR) rates. What's more, shifting from a premise-based contact center environment to a cloud platform can free up as much as 15 percent of administrative staff and 40 percent of agent staff for other tasks and assignments, while still increasing productivity by 20 percent using the workforce management solution.<sup>i</sup> Cloud contact centers allow for the utmost in flexibility, scaling up or down as needed, implementing new channels and functionality, all done in a fraction of the time and cost required by premise contact centers.

Cloud platforms provide best-in-class contact centers for a monthly fee, without large capital expenditures.

**Why TSG?**

TSG, a TeleTech company, is a pioneer among North American partners in offering cloud solutions powered by Avaya. A longtime Platinum Avaya Connect Partner, TSG holds certifications and competencies across the Avaya portfolio. As a TeleTech company, our cloud solutions run on the same platform that has supported TeleTech's 40,000 agent BPO business for the last 10 years. Beyond the certifications and endorsements, however, we contend that customer satisfaction is the true measure of effectiveness and worth. With a 4.5/5.0 overall customer satisfaction rating and a 5.0/5.0 implementation satisfaction rating,<sup>ii</sup> TSG is one of the highest ranked Avaya business partners. TSG has proven itself time after time in helping companies chart customer experience technology solutions to provide safer, faster, smarter and more agile service interactions.

**For more information**, visit [4TSG.com](http://4TSG.com) or email [info@4TSG.com](mailto:info@4TSG.com).

Contact TSG  
 4TSG.com  
 info@4TSG.com  
 630.929.7600  
 866.939.4TSG

<sup>i</sup> 2013. Proprietary research. TeleTech.

<sup>ii</sup> 2014. Walker Business Intelligence Report.

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