



## Call Centre Consulting

Take advantage of the assured benefits that **Call Centre Consulting** from Clarotech will bring to your business. Whether you are starting up a new call centre or need to improve or optimise the effectiveness of an existing one, Clarotech can help you achieve your goals utilising state-of-the-art technology.

### Telephony Design

- Capacity planning
- Load balancing design
- System and process design
- Failover architecture and strategy
- Research and development

### Business Intelligence

- Management metric reporting
- Data gathering system design

### Application Integration

- CRM
- Core business systems

### Call Flows/IVR

- Customer-centric designs

### Diallers

- Setup and configuration advice
- Ongoing dialer management
- Customisation
- Reporting and statistic
- Dialler software advice (ViciDial, Wombat)

### Onsite Support

- Productivity and efficiency reviews
- Project planning

### Quality Assurance

- Design and implementation of QA procedures and systems

### Project Management

- Call centre roll outs
- Migrations and upgrades



## Executive Call Centre Advice

- Technology
- Call flows
- Integrations
- Operations

## Intelligent Business Practice

- Strategy
- Planning
- Executing
- Support
- Reporting
- Analysis

Get advice from the  
experts on skilled  
management of call  
centres

### Telephony Design

As your business grows and your requirements change, we work with you in planning and implementing the ideal architecture.

This includes **Capacity Planning** in order to model future growth and to ensure that the infrastructure roadmap is in line with business changes.

Depending on business requirements, the architecture includes load balancing, failover and redundancy options in order to ensure that your Call Centre can manage peak loads and minimise the risk of failure due to whatever cause. As new technologies and solutions emerge, Clarotech works with you in order to drive the necessary Research and Development so that we can jointly innovate and provide ongoing enhancements to your operations.

### Project Management

Change control is a necessary part of ongoing call centre growth. We provide the necessary Project Management for rollout projects, development projects, upgrades and migrations.

### Business Intelligence

Call Centres generate detailed data, which, when properly managed and mined, can provide valuable operational, management and executive information. Data collection is part of our design process and we ensure that the necessary data is stored and made available through various interfaces. Through detailed analysis, key metrics are agreed and measured in order to assist in optimising your call centre.

### Application Integration

Our solutions can integrate with various CRM and other core business systems – using both standard and customised integration methods. Our consultants work with your business in order to design and optimise this integration in order to ensure seamless process flow and data collection.

### Call Flows

From Automated Attendants to complex, data driven Interactive Voice Response (IVR) solutions, Clarotech can tailor your customer's experience.

### Dialers

Our solutions include leading Asterisk based diallers – ViciDial and Wombat which we are able to customise as required. Our dialer management service provides proactive monitoring, reporting and statistics in order to optimise performance and effectiveness.

### Onsite Support

In addition to our remote services, we schedule onsite visits in order to provide assistance and to identify opportunities for improvement. We work with your staff at various levels in order to implement best practice methods.

### Quality Assurance

This critical role in the call centre is supported by our QA tools and other reporting. Access to call recordings from various sources, and even integration to external QA service providers is possible.



**A smart business tool  
enabling your business  
to be more efficient**

## Contact us

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