



CUSTOMER EXPERIENCE AND COMMUNICATION SOLUTIONS

Contact Center Modernization Workshop

Transform your contact center
for efficiency and satisfaction.



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As the front line of your organization, it is critical that your contact center is optimized to handle the growing needs of your customers and staff.



WORKSHOP OVERVIEW

- No cost workshop for existing or new customers.
- For qualified customers ready to improve, modernize, or migrate.
- Reviews the key areas of a modern contact center
 - AI Enabled
 - ACD/IVR
 - Omni-channel
 - Self-service/bots
 - Integrations
 - Quality Management
 - Reporting & Analytics
- Delivered over a 90min meeting (Webex or Teams).
- Sentinel provided recommendations and next steps.
- PDF deliverable of workshop findings.

CONTACT CENTER TRENDS

- Improve customer interactions.
- Leverage additional digital channels.
- Use self-service options to your advantage.
- Better employee experience for agents.
- Use analytics for actionable change.
- Mobile workforces are changing the mold.

SENTINEL MODERATOR QUALIFICATIONS

A 20 year IT veteran who's conducted numerous workshops on collaboration strategy, Microsoft leading edge products and cloud adoption with Certifications including Microsoft CoPilot (AI), CCIE Voice/Contact Center, and Microsoft Cloud Practitioner.



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