

DO YOU HAVE A HIDDEN CONTACT CENTER?



In today’s world, a contact center is defined less by the physical space it occupies and more by the customer experience it delivers. Use this flowchart to determine if there’s a hidden contact center within your organization.

START

Does your organization have 100 or more employees?

YES

NO

Do you reach out to people to generate business?

YES

Do you have any departments that interact with customers, partners, or suppliers?

YES

Do multiple people perform the same function when interacting with customers?

YES

Are employees answering the same repetitive questions?

YES

Do you have any processes automated?

YES

Do people contact your organization to resolve issues?

NO

NO

YES

NO

YES

YES

YES

Are customers often transferred more than once over multiple channels?

YES

NO

Do you often have more customer interactions than staff to handle them?

NO

NO

Are customers waiting for answers that they should be getting in real-time?

NO

Do you experience spikes in customer interactions during certain times of the day/year?

NO

Looks like you have a contact center.

You may call it a different name, but there is at least one contact center in your organization. Improve customer and staff experiences with communications tools to help you reduce the administrative burden, gain visibility, and increase responsiveness.



Billing



Remote Workers



Help Desk



Sales



Customer Care

Hmmmm... Guess not.

It seems you don't have a hidden contact center, but a Mitel communications solution can still offer a strategic advantage. By incorporating the benefits of AI-powered call intelligence with contact center capabilities, you can boost efficiencies, provide exceptional personalized service, and make more informed decisions.



Learn More: mitel.com/contactcenter