



AdvanTel™ Networks

Contact Center Services

Contact Center Solutions That Deliver Results.



IMPLEMENTATION SERVICES

AdvanTel Networks knowledgeable, certified professionals will design your solution to both fit your budget and future needs.

PROFESSIONAL SERVICES

Our Professional Services team has the expertise and experience to help you develop and integrate the right solutions for your organization.

NETWORK SOLUTIONS

AdvanTel Networks combines our decades of data and voice networking experience and capabilities with key strategic partnerships to deliver unsurpassed, innovative, and cost-effective solutions for our clients.

MONITORING, MAINTENANCE, AND MANAGED SERVICES

All of our products are supported by a range of maintenance and service options that ensure you get the most from your systems and services every day.

- AdvanTel Networks specializes in the integration of voice, data, and contact center solutions into corporate environments.
- Since 1984, AdvanTel Networks has performed hundreds of call center deployments from single site telephony based call centers to global multimedia multi-vendor solutions.
- Founded with a service-oriented culture in mind, AdvanTel has been committed to service excellence and customer satisfaction from start to finish on every project, large or small.

Companies with contact centers continue to face challenges. They must create and sustain customers while keeping operational costs down. Given that companies have put a greater emphasis on customer satisfaction metrics, the Contact Center is a constantly changing technology solution that must be tailored to customer's ever growing needs.

By taking the time to understand each customer's business objectives, and by leveraging a highly-tuned delivery process, integrated applications, and comprehensive levels of support, AdvanTel Networks delivers a smart technical solution that is easy for customers to maintain and drive sustainable business growth. In addition, our proactive approach helps reduce over spending and keeps projects on time and on budget.

Our team has the ability to help organizations, large and small define an effective Contact Center strategy by utilizing talented and experienced staff. We employ efficient program management through complex, multi-vendor technologies, applications, and projects. We understand that attention to details is everything, and the smallest details can have the largest impacts.

Our proven track record of success with large, global contact centers, makes AdvanTel the premier provider of end-to-end solutions for contact centers, and is a one-stop shop for all your company needs.



www.AdvanTel.com

“AdvanTel Networks has consistently delivered advanced and reliable solutions, on time and within budget. Now we can focus on our core business and let AdvanTel manage our voice and data networks.”

The AdvanTel Advantage

AdvanTel provides comprehensive products and services to deliver comprehensive contact center solutions for enterprises small to large.

TURNKEY SOLUTIONS

In order to provide a total communications solution to your business, we bring multi-vendor products together to complete your solution.

We believe long lasting relationships with the right partners is key in providing the right solutions to our valued customers.

For more information on any of our products or services please visit us on the Web at: www.AdvanTel.com

- Comprehensive experience with multiple vendor products and platforms; Full Multi-Media aware contact center deployments
- Skilled in developing and designing effect contact center strategies for various groups within an organization; help desk, inbound sales contact center, outbound call centers, Tech support, etc.
- Innovative application design to improve operational productivity, increase customer satisfaction, and decrease operating expenses
- Defined software integration process that are compliant with Six Sigma and other high quality standard
- Pre-built and exclusive solutions built on popular contact center technology such as Avaya Voice Portal. These solutions can be tailored and are for areas such as IVR/CTI, speech recognition and Voice XML solutions.
- Value-added provider with intuitive-to-use, appealing and efficient automated solutions based on speech recognition technologies
- Contact Center strategy development, including legacy customer service technology assessment, solutions adaptation and augmentation, strategy roadmap development and solution implementation to improve customer service, brand loyalty, cross sell upsell and capture greater customer mind-share
- Established center of excellence in contact center solutions dedicted to research in the use of newer technologies and in the development of complete solutions
- Core competencies in Unifitied Communication, IP Telephony, and core Data Infrasturcutre which helps us to provide well integrated solutions to our clients

