

ACHIEVE PERFECT HARMONY WITH A COLLABORATIVE CONTACT CENTER

MEET TODAY'S MODERN CUSTOMER

Customers demand personalized service no matter the communication channel or device.

TRANSFORM HOW YOU MANAGE CUSTOMER SERVICE

It's critical to stay in tune with the service levels your customers expect.



THE SHIFT IN COMMUNICATIONS



EMAIL AND VOICE

use are falling

CHAT

will overtake voice

SOCIAL CHANNELS

will continue to rise

THE RISE OF THE COLLABORATIVE CONTACT CENTER

Companies cite three main reasons for wanting to bring together their contact center and business communications:

- 1 COST SAVINGS
- 2 TIME SAVINGS
- 3 IMPROVED CUSTOMER EXPERIENCE



55%

of companies have already integrated team messaging into their contact centers.

THE SHIFT TO THE CLOUD

62%

of companies currently use on-premises solutions.

61%

have partially or fully transitioned to the cloud.

86%

will transition within three years.

ORCHESTRATING BETTER CUSTOMER RELATIONSHIPS IN YOUR CONTACT CENTER

A cloud collaborative contact center solution will let your company:

- Enjoy unsurpassed reliability and uptime
- Connect with customers on any channel
- Make better decisions with actionable analytics
- Monitor service levels with intelligent bots



Contact us for more information.

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