



Training - Health Check - Support Services - **Professional Services** - Consultancy Services - Operational Review

Professional Services

- **Technical consultants**
- **System implementation managers**
- **Software application engineers**
- **Productivity and maintenance programmes**



Professional Services

Highly trained professionals

In addition to the industry's most sophisticated contact centre management systems, MX Digital offers the expertise of our professional services team. These technical consultants, system implementation managers and software application engineers will work with you to help maximise your investment in customer contact centre technology and achieve significant productivity gains.

People, processes & technology review

Our in-depth, multifaceted understanding of contact centre systems and functions enables us to create solutions that support your mission-critical customer contact strategy.

MX Digital is committed to helping you achieve the right balance between human, operational and technical factors at every stage from initial system installation, through application development, to on-going system support and enhancements. Experienced in hardware, software, applications development and training, our highly trained specialists will deliver concrete improvements to the quality, quantity, and content of your customer contacts.

Targeted programmes

MX Digital's productivity and maintenance programmes are designed to enhance your technology investment, maximise system productivity and ensure reliable system performance.

Operational services – for businesses implementing MX Digital technology for the first time.

Consultants work on-site with your staff to adjust and refine the solution at key junctures for peak operating efficiency. Best Practice programmes target specific functions such as customer service, telemarketing and collections.

Management services – focusing on technical and strategic factors affecting contact centre productivity, including facility design, network planning, trunking selection and traffic engineering. We also review operational and personnel factors, from performance ratio reviews to staff benchmarking and motivational techniques.

Development services – System software integration designed to augment existing solutions and help maximise contact centre performance.

Call now!

Contact us now to find out how we can provide you with the knowledge, applications and strategic guidance to transform your MX Digital system into a true solution.

For more information

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