

Contact Center Case Studies

BRIDGING THE TECHNOLOGY GAP FOR CONTACT CENTERS

Leveraging years of experience, our consultants support implementations around the full suite of contact center technologies.

GENESYS

Cloud Engineers

ClearBridge provided a Genesys Cloud Tech and two Genesys Cloud Engineers, who were responsible for platform configuration, development of new flows, data integrations, and technical documentation. The ClearBridge consultants designed, developed, and implemented cloud applications and migrated existing on-premise applications, which allowed our client to take full advantage of modern cloud strategies and technologies.

Application Developers

Our client, a financial institution, needed assistance to support the migration of three lines of business. ClearBridge provided Application Developers who worked with client personnel to identify functional requirements to configure and develop contact center capabilities.

Consultants

ClearBridge provided Genesys consultants who supported the Engage on-premise environment and assisted in our client's Linux RHEL 7 migration to Genesys. In addition, the consultants assisted with mobile engagement, helping the client take advantage of features within Genesys Mobile Services (GMS).

Consultants

ClearBridge provided a team of Genesys consultants to support our client's environment with Engage and assist in their Linux RHEL 7 migration, as well as other initiatives. The team performed configuration work, planning, and design, and worked with Genesys Administrator Extension (GAX) and creating rules utilizing the Genesys Rules Authority Tool (GRAT).

WWE Desktop Developer

ClearBridge provided a WWE Desktop Developer with extensive experience in Genesys IVR development. Our consultant designed, developed, tested, and debugged Genesys Workspace Web Edition (WWE) while providing support to the customer as they migrate from a legacy on premise solution to Genesys Cloud.

Consultants

ClearBridge provided a team of Genesys consultants who were responsible for designing, developing, and debugging routing solutions using Genesys Orchestration Server, Genesys Rules Engine and URS. The developers designed & developed call treatment, routing call flows and new solutions to meet emerging customer needs.

AVAYA

Project Manager

ClearBridge provided a Project Manager who focused on Avaya-based call center technology projects, ranging from voice and telephony applications, AI customer experience applications, incident management, and maintenance.

Technicians

ClearBridge provided a team of Avaya Technicians who were responsible for supporting our client's Avaya phone systems, including port changes, switching out old phones, health checks, and supporting trouble tickets.

Cloud Architect

ClearBridge provided an Avaya Cloud Architect who worked to design, install, configure, customize, implement, and document Avaya UC and CC reference solutions.

Patching Specialist

ClearBridge provided an Avaya Patching Specialist who was responsible for maintaining records, asset management, and documentation, performing Software Patching and Upgrades on Avaya (Red) Aura and Cs1k system, and performing Avaya PSN and Security reviews and recommendations.

Software Design Specialist

ClearBridge provided an Avaya Software Design Specialist who worked closely with non-technical users to design solutions to their Avaya Aura needs and helped to stage/install and troubleshoot Avaya and 3rd party applications.

Administrator

ClearBridge provided an Avaya Admin who supported our client's enterprise Avaya Call Center Elite platform. Our consultant was responsible for implementing firmware upgrades, assisting with add, moves, and configurations, and handling system-generated alarms and calls.

CISCO

Support Engineers

ClearBridge provided a team of Cisco Support Engineers who supported Cisco router and switch troubleshooting for our client's corporate office which housed 10,000 employees. The troubleshooting included performance issues, putting teams together for faulty servers, applications, web administration, and networking.

Security Engineer

ClearBridge provided a Senior Cisco Security Engineer who supported multiple divisions including Federal, Commercial, and SLED with a focus on Delivery Engineering including Endpoint, Firewall, and Route/Switch appliances.

Network Engineer

ClearBridge provided a Cisco Network Engineer who was responsible for day-to-day Network Support for a campus with over 2500 users. Our consultant troubleshooted and monitored all aspects of the LAN/WAN and assisted with projects that involved configuration changes to the network.

Delivery Engineer

ClearBridge provided a Sr. Cisco Network Delivery Engineer who was responsible for supporting multiple clients with deployment efforts focused on ACI, Nexus (9k, 7k, 5k, 2k), and catalyst products. Our consultant was also responsible for supporting pre-sales teams with project scoping and customer documentation.

Network Engineer

ClearBridge provided a Network Engineer who was responsible for moves, adds, and changes required to the Cisco DNA center, Cisco Identity Services Engine, Cisco Routing, Cisco Switching, and Cisco Wireless devices. In addition, our consultant assisted with security and segmentation policies.

Voice Engineer

ClearBridge provided a Cisco Voice Engineer who administered and engineered our client's Cisco Collaboration suite of technologies, including UCAAS, Broadworks, Jabber, and Unity voicemail. Our consultant was responsible for collaborating with the team to deliver VoIP phone services using SIP-based delivery through tools such as Broadsoft.