



Insight Contact Center as a Service (CCaaS)

Improve the customer experience while reducing support costs.



Business challenge

In a world of fast-paced business and instant answers, customer support is more critical than ever. Your customers expect real-time answers, delivered in a communication method that's convenient for them.

But businesses are looking for ways to reduce operational expenses, and customer support services account for a significant portion of those expenses — especially when you consider the CapEx investments required to deliver modern, agile customer service capabilities. How do you reduce costs while providing an experience that works for your team and your customers?

Our solution

Contact Center as a Service (CCaaS) from Insight combines the best of technology and human resources to deliver a cloud-based, omnichannel customer experience. As a result, the business experiences lower costs, improved customer experience and increased productivity.

Insight CCaaS helps businesses create an exceptional customer support experience with reduced burden on internal teams through technologies that enable you to:

- Reduce downtime through cloud-delivered services.
- Provide your business with important customer analytics.
- Improve contact center productivity with streamlined workflows.
- Maximize operational efficiency and reduce customer support costs.

Reduce contact center costs.

With CCaaS from Insight, you can boost your internal support team's bandwidth while improving your customer support costs. Our cloud-delivered, omnichannel approach mitigates the need for CapEx investments in your contact center platform by delivering:

- Instant scalability
- Minimal hardware requirements
- Consumption-based payments
- ROI within the first four months of deployment
- Policy management and quality control

Benefits

- Improve customer service with omnichannel support.
- Increase revenue and reduce costs through operational efficiency.
- Reduce internal burden and increase employee satisfaction.
- Ensure regulatory compliance and contact center reliability.
- Future-proof your contact center platform.

Related services

Modern Workplace Services

Device as a Service

Workplace Service Assessment

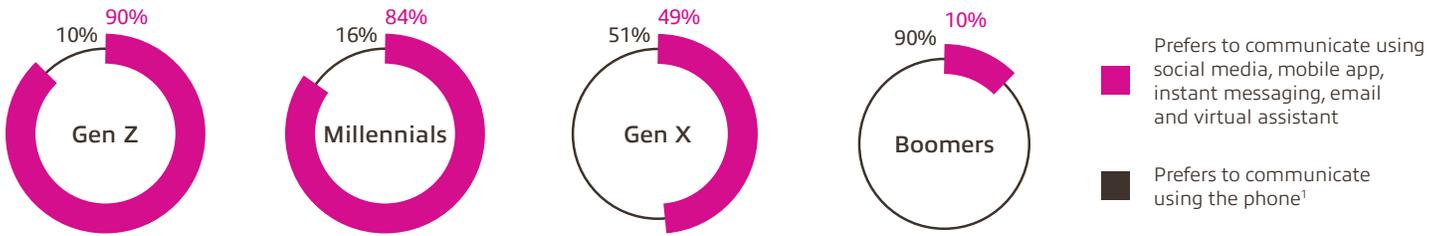
Managed Service Desk



Communicate with customers in the way they prefer.

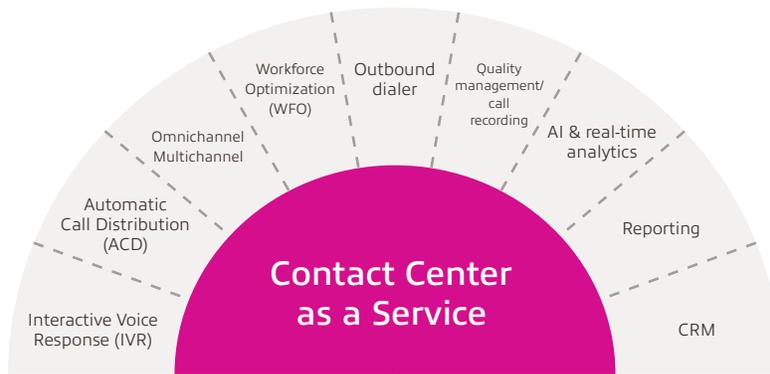
Consumers are increasingly shifting to digital and next-gen digital technologies for communication. Enabling your customers to communicate with the business through their preferred channel is a simple way to improve the customer experience and relationship.

Consumers are shifting to digital and next-gen digital.



Maximize operational efficiency.

Insight’s CCaaS offering leverages a suite of innovative call center and workforce optimization technologies to maximize efficiency. The result is that your customers experience more efficient and satisfactory service, and data from these interactions is delivered to your business, maximizing the impact of internal efforts.



A true end-to-end partner

Today, technology isn’t just supporting the business; it’s becoming the business. At Insight, we help you navigate complex challenges to develop fresh solutions and processes. We’ll help you manage today’s priorities and prepare for tomorrow’s needs.

Global scale & coverage	Operational excellence & systems	Software DNA	Services solutions	Data center transformation	Next-generation tech skills	App dev & IoT expertise	Digital platform	Partner alignment

About Insight

At Insight, we define, architect, implement and manage Insight Intelligent Technology Solutions™ that help your organization run smarter. We’ll work with you to maximize your technology investments, empower your workforce to work smarter, optimize your business and create meaningful experiences.

¹ 2019 Global Customer Experience Benchmarking Report, Dimension Data