



Twentyseven Communications

Technical Account Management (TAM)



Twentyseven Communications TAM Services

- Thorough understanding of the Genesys product portfolio and roadmap
- Unique knowledge and experience with Genesys policies, people and procedures
- Single point of contact for Genesys
- Efficient navigation through Genesys support staff and information resources
- Objective perspective with a focus on placing the client's needs first
- Registered Genesys Telecommunications Partner

Twentyseven Communications Overview

Over 25 years of combined experience in customer service and contact centre experience with an extensive Genesys practice. Twentyseven Communications can manage Genesys installations for all phases of project planning including proposal, cross functional Project Plan, Phase/Milestone tracking, maintaining integrated schedules, recommending and communicating features, time, and people trade-off issues, and project completion analysis and reporting.

Evaluation

Assess the Architecture, Configuration and Problem Areas

Recommendation

Suggestions on business, technical and employee training

Resolution

On-site resource and single point-of-contact for Genesys



Twentyseven Communications

Technical Account Management (TAM)

Evaluation

The TAM will perform an Initial business and technical review with a particular focus on problem areas. This includes a review of the architecture, application configuration and support ticket analysis. The collected information will be used to make recommendations on how to leverage the system to its maximum and establish a solid plan to move forward while mitigating risk.

Recommendations

Using years of contact centre experience, the TAM will work with the extended team to suggest configurations, technology and training opportunities for technical staff training while keeping the business requirements in-mind. The Tam will can present and educate on the latest information communication technology to further aid in meeting business objectives.

Resolution

Twentyseven Communications has extensive experience working with various Genesys departments and is familiar with most of the Genesys technical staff on a personal basis. The TAM will work in conjunction with Regional Escalation Management to manage, track and resolve escalations as well as liaise with the Genesys Program Management team to escalate problem tickets appropriately within Genesys in order to resolve the issue and arrive at a resolution quickly, efficiently and with minimal disruption.

Twentyseven Communications is independent registered Genesys Telecommunications partner that provides an objective perspective and uses best practices using the latest technology and information. Twentyseven Communications is dedicated to helping customers minimize downtime and maximize the business benefits while providing an accelerated problem resolution function.

For more information, contact:

Gustavo Garcia, President ggarcia@twentyseven.com

+1 778 785 0257