

## MicroAutomation Professional Services - A Comprehensive Approach

The deployment of a new, complex call center solution can be a daunting experience for any company. Call center solutions that change with the needs of your callers and your business do not arrive that way “out of the box.” The most comprehensive call center solutions are configured based on your customers’ anticipated needs and your call center infrastructure. MicroAutomation has over 15 years of experience in developing award-winning call center solutions for Fortune 500 companies.

### SERVICE COMPONENTS

All MicroAutomation products and services are easily customized. Our professional services team focuses on developing solutions for your specific business. Our development process includes:

*Call Center Solution Design:* We work with the customer to develop a Solution Design that includes the component architecture, application design, development & testing, agreed-upon project timeframes and acceptance, implementation and training of your staff.

*System Integration:* We take pride in our system integration skills, which is one of our core competencies. We take the time to work closely with our customers to maximize their existing infrastructure and integrate new technology seamlessly into their environment.

*Turn-key Implementation:* All solutions are built by focusing on the customer perspective. Our customers want a solution that is fully operational after implementation and can adapt to changing business needs. It is a standard part of our Solution Design process to train all responsible personnel at the customer site on the correct use of the application to ensure that the customer is self-sufficient in training their own users. We also use open-standards technology that allows our customers to easily modify the solution for future needs.

*Customer Support:* After the solution has been implemented, MicroAutomation is there to provide pro-active technical support according to your specifications - whether you need service during business hours only or 24x7. Many of our technical support operations are designed to be handled remotely, using specialized diagnostic tools which minimizes down-time and maximizes responsiveness. This ensures that your mission-critical operations stay on-course.

For those occasions when on-site support is needed, a professional services team member will travel to your site to investigate, diagnose and resolve problems. For more information on our Managed Services plans, please contact a MicroAutomation representative.

### ABOUT MICROAUTOMATION

MicroAutomation is a leading systems integrator offering an extensive range of call center technology solutions and professional services. Since 1991, MicroAutomation has designed, developed, and implemented solutions worldwide in a wide variety of industries, such as Healthcare, Utilities, Emergency Services and Government. We specialize in implementing Self-Service and Call Control applications, as well as providing comprehensive Analytics and Reporting solutions to enhance the overall caller experience. The call center technologies implemented by MicroAutomation improve millions of customer interactions every day. MicroAutomation solutions help companies maximize the efficiency of their call center infrastructures and empower their customer service strategies. MicroAutomation is a privately-held corporation headquartered in Manassas, Virginia.

### CONTACT US FOR FURTHER INFORMATION

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### SOLUTION BENEFITS

A MicroAutomation Solution from our Professional Services Team:

- Is easily configured and can be completely customized to meet the specific needs of your callers and your business
- Insures every MicroAutomation solution works properly before deployment by rigorous testing at our enterprise-class testing facility, fully equipped with cutting-edge call center technologies
- Provides flexible solutions capable of working with all major PBX, database, IVR and other call center infrastructure components and environments
- Scales to meet the expanding needs of your business and your customers

