



Successful implementation of contact center outsourcing projects. We're here to assist with advice, design and operational support.

Optimise your customer service – across all contact channels.

Contact Center Outsourcing:

We provide everything that companies need for a swift, successful implementation of outsourcing projects and support you through every stage, from advice through implementation to the operation of your customised contact center solution across a wide range of sectors (e.g. commercial and technical helpdesks, in-house switchboards, information services, etc.).

We put together the ideal team to meet your needs. You can be confident that the right people in the right place with the right skills are working on behalf of you and your customers. We will help you to accurately identify your own needs and those of your customers in advance. Working closely with you, we will use these to define and develop tailored solutions.

Confidence is the key to successful contact center outsourcing. Our service is exclusively delivered by our professional employees in Switzerland. Our technical contact center solution is hosted in Swisscom's data centres. We also guarantee first-class voice quality from the Swisscom telephone network.

The benefits of outsourcing services

- **Professional advice**
We will show you where and how you can increase your efficiency by outsourcing your customer support processes. You will benefit from Swisscom's expertise as Switzerland's largest contact center.
- **Cross-channel solution** We organise, structure and handle your customer contacts by phone, e-mail, webchat and co-browse, SMS, social media and WhatsApp messaging.
- **Affordable implementation**
Our short implementation times allow us to quickly provide you with support, on time and within budget, irrespective of the outsourcing model you select.
- **Focus on your core business**
We can take on the entire management of your contact center if required. You will benefit from our expertise and can focus on your core business.
- **Quality and data protection**
Processing your customer contacts creates a valuable asset that requires high standards of quality and data protection. Our efforts in this respect are verified annually through the annual ISO certifications 9001, 18295/1 and 27001.
- **A range of additional options**
A range of optional services, which are constantly optimised and expanded by our experts, is available as required.



Facts & figures



Basic services

Initial consultation to develop and/or optimise your customer center solution.

Individual support from a professional partner manager providing ongoing proactive advice for optimising the customer experience, quality and resource deployment.

Provision of the necessary staff resources and workstations. Targeted training. Our employees can also work at the customer's premises as required.

Configuring the contact center solution for inbound customer contacts and jointly defining the processes.

Processing the customer contacts entrusted to the contact center within the timeframe defined in the SLA.

Permanent monitoring of the most important KPIs, ongoing optimisation through the deployment of qualified specialists.

Standardised reports and analyses.



Optional services

Activation of additional communication channels, such as e-mail, webchat, SMS, social media and WhatsApp messaging.

Customer surveys conducted by telephone, SMS or e-mail.

The details in this document do not constitute a binding offer. Subject to modification without notice.

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