

# Helping You Manage The New Normal

In today's world, organizations need to be ready to quickly shift course to respond to emergency situations, adopting new business approaches or refining the way their resources get work done.

When it comes to operating in the new normal, Applied Computer Solutions' proven Emergency Response Solutions can help you maintain the highest levels of performance and productivity, optimizing customer satisfaction and driving business growth.

Whether you are implementing telework due to unplanned disruptions or working to define your future state, Applied Computer Solutions can help you design a **Contact Center** that transforms into a strategic corporate asset that creates lasting competitive advantages.

## Challenges

Shifting Agents to Home Offices or Remote Locations Without Impacting Support Levels

Agent Augmentation During Periods of High Absenteeism

Establishing New Contact Centers or Call Flows to Handle Crisis Questions



**85%** of customer interactions flow through the Contact Center

## Our Solution

### Optimize Your Customer Experience

Applied Computer Solutions helps organizations leverage the Contact Center to enhance the customer experience across all communications channels using automation & self-service to streamline the fulfillment of customer requests.

- Free System Capabilities Assessment & Insights to Map Out Your Action Plan
- Easily Adapt with Messaging & Call Flow Design Changes & Temporary Centers
- Self-service Digital Assistants to Provide Information Messaging & Status
- Strategic, Established Cloud Contact Center Partnerships
- Omnichannel Agent & Temp Licenses with Minimum Commitment



## Contact Center Services



## Powerful Partnerships

Maximize your customer experience with solutions from industry-leading manufacturers

Applied Computer Solutions offers expert, proven solutions across the IT landscape, leveraging a differentiated partner network, ensuring clients benefit from leading-edge technology. Our specialized suite of Emergency Response Solutions can be implemented quickly and with zero friction to your workforce or existing support model.

Contact us today to get started.

[www.appliedcomputersolutions.com](http://www.appliedcomputersolutions.com)  
714.861.2200

