

PROFILE

Matt Morey **Lead Consultant**



Matt's twenty-four years of experience working in the telecommunications and call center industries are brought to every strategy, technology, and operations project. Clients applaud his deep expertise creating and delivering solutions that address the relevant and pressing challenges they face in the contact center today. Matt's unbiased approach helps them navigate through the hype of many strategies and technologies.

Matt brings a diverse background in call center product and industry knowledge, and application design consulting for voice and call center solutions. Prior to joining the Strategic Contact team in 2005, he was a manager of call center services and collaborative products for a major service provider, with a focus on next generation IP Contact Centers, including hosted solutions.

He has also played an integral role in developing call center solution offerings, evaluating vendors and products, creating service offerings, and delivering call center solutions to the marketplace. Matt has held positions in the areas of sales planning, quality management, product development, sales consulting, and operations, including implementation and support.

Clients tap Matt's expertise on a wide variety of projects. A few of his most recent engagements involved helping a Fortune 100 company transform their customer interactions through technology, process, and organizational change; Delivering a network based (hosted) contact center product concept for a major service provider; Designing, developing and rolling out network based IVR product and services; Helping business customers design call center applications to effectively route callers to the best available resource; Creating and delivering training to field sales and customers on call center capabilities and services; Developing and staffing a 24 x 7 call center support team; and Creating a process improvement process that standardized IVR implementations that resulted in a decrease in work errors to less than 1% and met customer delivery dates 99% of the time.

Matt has a B.S. in Computer Science from Mount Union College and he has a Six Sigma Green Belt. He lives in Overland Park, Kansas and when he's not on a plane coming to/from client sites, you'll find him enjoying sports and woodworking, or watching his daughters' dance performances with his wife.
