Outsourcer Requirements, Evaluation, and Agreement

- **Our Client and the Project Situation**
  - Major utility
  - An impending major system upgrade during peak season threatened the company's capacity to address projected volume with acceptable ASA and handle times
- **Strategic Contact Project Work**
  - Developed strategy to integrate an outsourcer into contact center operations
  - Facilitated requirements definition, vendor qualification, evaluation/selection, SOW and SLAs
- **Strategic Contact's Value**
  - Helped IT/Telecom and CC to select the right vendor to integrate with their environment and meet their implementation, training, support, and account management needs long term

Strategic Contact has frameworks for requirements, evaluation criteria, vendor qualification, SOWs and SLAs that can be tailored to client needs

STRATEGIC CONTACT