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#### CLOUD

## Twilio Flex Contact Center Solution

Twilio Flex is a whole new contact center approach. More than just a contact center product, Twilio Flex is a platform for innovation in customer service. Flex offers total control to change any layer of the contact center stack, and deliver it with the speed of the cloud. It also offers the ability to meet your needs today while providing a foundation for growth, with:

- **Programmability:** With Flex's application platform approach, you can change any feature at any layer of the stack.
- **Omnichannel:** Flex lets agents switch from phone call to messaging or video chat, all from one UI.
- Workforce Optimization (WFO): Flex WFO is designed to streamline your contact center, make agents more productive, and customers happier. You gain complete visibility into your customer's journey.
- Intelligent Workflow Engine: Every interaction running Flex invokes a workflow that can be controlled with a simple drag and drop using Studio, Twilio's visual workflow editor.
- **Scale:** Grow your contact center to 50,000 agents and deploy globally in an instant. Elastically scale your usage without preemptively engineering for spikes in traffic.

As a Twilio Gold Partner with certified Flex engineers and more than 20 years of experience delivering customer engagement solutions, we are uniquely qualified to bring your Twilio Flex contact center visions to life.

The goal of our Twilio Flex Quick Start programs is to help you evaluate and pilot Twilio Flex in the quickest, most costeffective manner. We work with you to understand your current needs, usage patterns, and success criteria in order to provide a seamless migration to the Twilio Flex platform. PLATFORMS + TECHNOLOGY

### Step 1: Select a Twilio Flex Quickstart Base

#### **Option 1: Proof of Concept (Starts at 2 Weeks)**

- Map your requirements to Twilio Flex capabilities and identify configuration and customization needed
- Create a simple Flex implementation that demonstrates one of your contact center workloads

#### **Option 2: Pilot (Starts at 4 Weeks)**

Implement a working contact center system for 20 - 30 agents

## Step 2: Select Additional Features

#### ServiceNow CTI

Agent-side integration between ServiceNow and Twilio Flex for Voice and Chat channels

#### **Metrics Dashboard**

Perficient-built dashboard for full contact center metrics

#### Callbacks

Enable ability for callers to receive a callback when agent is available, instead of waiting on hold

#### **Hours of Operation**

Customizable business hours/days and holiday calendar

#### **Email Routing for Office 365**

Email channel and agent UI for Twilio Flex, using Office 365 on the back end

#### **Chat Transfers**

Adds the ability for agents to transfer a chat session to another agent, supervisor, etc., after answering it themselves and chatting with the customer

#### Canned Responses/Suggestions

A library of pre-written responses that agents can choose from in chat or SMS conversations

## Step 3: Select Your Support Option

#### **Option 1: Essentials Operations and Support**

This includes a series of support services that play an instrumental role in consistently maintaining the health, performance, and efficiency of your contact center solution.

## Option 2: Custom Development Operations and Support

The offering is focused on the health, performance, and management of customized creations implemented by our team.

#### Option 3: Managed Moves, Adds, Changes, and Deletes

Ensures daily administrative responsibilities are executed with the utmost importance.

### Why Perficient

We have more than 20 years of experience delivering customer engagement solutions, including building proprietary solutions and migrating legacy contact centers to modern platforms. Our cloud expertise enables us to create powerful solutions while allowing you to maintain business agility and flexibility. Our dedicated CRM and ERP practices ensure seamless integrations with legacy applications and systems.

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