

Contact Center

Client Need: A \$60 billion super regional bank requested project management assistance with the timely conversion of its Customer Contact Center resulting from a recent acquisition.

Solution: BenchMark documented business requirements and prepared recommendations for migration strategies, VRU selection and call routing, and managed installation process, host code programming and tracked and resolved all issues.

Results: Completed the project one month ahead of schedule and trained client to maintain supportable hardware and systems configurations.