

Why Use Hosted On Demand Call Centers? Why DialTek?

For many years only premise-based solutions were offered. They were expensive, proprietary and offered very little flexibility. First generation contact center solutions partially addressed the cost issue; however, they did not offer full integration capabilities or the needed feature sets and flexibility. Second generation Call Center technologies addressed all of these issues: use of non-proprietary systems and software, ability to integrate with 3rd party CTI and CRM systems, rich feature sets and system flexibility. Third generation call centers add VOIP and Web portal technologies to the abilities of the second generation for complete and robust solutions. These final pieces establish new cost/benefit ratios that premise based or second generation solutions simply cannot match.

Costs:

Systems – multiple vendors, multiple environments, multiple OSs, multiple systems. All these servers, computers, routers, etc. will need to be maintained, and replaced/upgraded.

Services – telecommunications, internet, etc. – monthly bills.

Personnel – requisitions, hiring, management, etc.

Training – IT staff will have to be expanded and trained. Is internal support 24x7?

Facilities – floor space, power and services access

After all of this work is done and money is spent, will you have the integration and the feature sets you will need? Will your program be timely (time to market)? Will it be cost effective?

Third generation call centers offer compelling cost/benefit ratios, are feature rich and offer the integration and security features required in today's environment. Even over the long term, third generation call centers are less costly than on-premise solutions. In addition, on demand solutions can easily handle your seasonal or program activity "spikes".

On-demand call center solutions enable both large and small companies to focus on their core business, their expertise and outsource those elements of the program that are outside their areas of expertise. No capital investment, operating costs that leverage hundreds of other DialTek partners, integration with other systems and processes, extensive and extendable features, DialTek meets all of you third generation on demand call center needs.

