

# Cloud-Based Solutions for Workforce Optimization & Automation

## OnviServ Managed Services and SaaS

Spend less time, resources and capital managing hardware and infrastructure and more time managing your business.



- Options for fully cloud-based solutions, complete on-premise solutions or hybrid cloud environment
- Broad range of workforce optimization and automation software applications
- Flexible payment and business arrangements accommodate budget, infrastructure and IT constraints
- Renewable terms of service with option to purchase upon expiration of the term

*OnviServ* cloud-based services provide cost-effective solutions for companies looking to concentrate on their core competencies. Leave the technical issues to our highly experienced staff using a total cloud-based solution, on-premise or hybrid option. With *OnviServ* Managed Services and Software as a Service, you get quality, analytics and customer management applications delivered seamlessly, plus the expertise of a leading software and contact center outsourcing services provider.

### Workforce Optimization & Automation Applications

Solution for contact centers and enterprises utilizing our advanced *OnviCenter* product portfolio

- Quality & Liability Management applications
- Analytics and e-Discovery applications
- Customer Interaction Management applications

### Benefits of OnviServ

- Free up your valuable IT resources to focus on more critical tasks and projects
- Try new software applications without capital expenditure
- Get the latest technologies and contact center applications without having to install, deploy and maintain systems and applications
- Mitigate risks and challenges of owning and operating new technologies
- Accommodate local and remote locations with scalable options

#### WORKFORCE OPTIMIZATION & AUTOMATION SOLUTIONS

#### QUALITY & LIABILITY MANAGEMENT

Call Recording  
Screen Capture  
Quality Assurance  
Scripted Coaching

#### ANALYTICS AND E-DISCOVERY

Speech Analytics  
Data Mining  
Knowledge Distribution

#### CUSTOMER INTERACTION MANAGEMENT

Answering Services  
Customer Services  
Help Desk  
Scripted CIM Applications  
Messaging  
Dispatch  
Surveys

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