Cloud migrations can be complex, and it can feel like you must do everything on your own. From evaluating multiple vendors to ensuring you have the right technology for the challenges each internal stakeholder faces, cloud migrations can seem like a daunting project.

But you don’t have to do it alone.

We understand that providing a smooth evaluation and selection process is important, but your organization also needs a trusted partner after you’ve made this investment. Leverage Alvaria’s knowledgeable professional services and education teams to drive adoption and ensure you get the most out of this strategic investment in the cloud.

Key Differentiators

**Culture of Connection**
Your organization doesn’t fit into a checklist – you’re an enterprise. Alvaria delivers human connection and potential from the inside out, with a dedicated team that understands how to customize our solutions to your unique needs from smooth deployments to discovering ways we can drive even more value from your investment.

**Learning & Enablement Designed for Success**
From agents to supervisors and administrators alike, Alvaria has customized training to support the adoption and overall success of your entire team. Alvaria’s Training department offers multiple ways to get up-to-speed on the solutions that will increase your team’s productivity and deliver better customer connections.
Key Components and Features

A Culture of Connection

Alvaria understands that after selecting a new cloud provider or upgrading to the cloud, you need a partner who can work with you to ensure your success. Alvaria’s Professional Services team brings a wealth of knowledge to optimize your Alvaria investment for better business continuity, employee empowerment, and positive customer connections.

- A professional services team with an average of 24 years of contact center experience that understands how to provide the best customer connections
- Many of our professional services consultants were administrators and managers of Alvaria software at numerous organizations across varying industries prior to joining Alvaria
- This team will provide a Health Assessment – evaluating your product configuration, usage, and performance
- The detailed Health Assessment involves a pre-evaluation call, review of support cases, joint business and/or technical evaluation session, analysis of next steps, and a future partnership review
- The team will provide an Optimization Workshop for a deep analysis of your business processes and configuration alignment
- The Optimization Workshop includes a pre-optimization call to determine the agenda, business processes and configuration review, opportunities identified, and immediate changes review; optimization is then made and measured, and you’re given documented future recommendations and next steps

- The Optimization Workshop will also provide a space for discussing new features and demonstrations as time permits
- Implementation support will be provided in the form of a Subject Matter Expert who will consult on configuration, industry standards, best practices, and administrative tasks
- Implementation support follows a proven methodology to ensure your deployment success that includes a pre-optimization call to determine the agenda, business processes and configuration review, opportunities identified and immediate changes review and finally optimization is then made and measured
- Alvaria provides long-term residency support by putting an Alvaria expert with years of experience on your staff that can help with configuration, administrator training, resource augmentation, supervisor and/or agent training, and documentation assistance
- Long-term residency support comes in numerous, flexible options so you can find the most effective and efficient support model
Learning & Enablement Designed for Success

Alvaria understands that dynamic training and education is essential to making the most out of your investment. Our Training & Educational team knows that it takes a village to provide the best customer connection. With that in mind, our Training & Educational team offers multiple ways to engage in educational content, as well as customized materials based on each employee’s role.

- Education and training that can be virtual for multiple clients, onsite for private classes, and remote site for multiple clients in attendance
- Self-service training material that can be offered as self-paced learning, micro-courses, video demonstrations, and some recorded live sessions and hands-on labs including lab equipment to perform certain activities
- Cloud-specific education material with specific courses for our web-client, remote desktop and user administration fundamentals for agents and team leads utilizing Alvaria Cloud™ applications
- Agent and supervisor educational material with specific courses for getting started, viewing time balances and notifications, viewing schedule information, requesting schedule changes, creating reporting to schedule trades, bidding for shifts and requests and entering schedule preferences
- Forecaster-specific educational materials with courses on forecasting essentials, advanced forecasting essentials, understanding forecasting parameters, an introduction to multichannel forecasting, an introduction to back-office, back-office performance fundamentals and hands-on labs
- Schedulers-specific educational materials with courses on scheduling essentials, template-based scheduling, preference-based scheduling, roster-based scheduling, advanced schedule templates, optimizing trial schedules, an introduction to multichannel scheduling, multichannel scheduling fundamentals, shift bid administration, flexible shift bid administration, and sequential shift bid administration
- Tracker-specific educational materials with courses on tracking essentials, advanced tracking essentials, agent productivity user essentials, and real-time adherence user essentials; plus, an introduction to the main time management module that simplifies the processes of requesting, reviewing, and automatically approving schedule changes as well as communicating those changes as they occur

Key Benefits

- Leverage the expertise of a team that truly understands the complexities in an enterprise contact center environment
- Rely on our knowledgeable Professional Services team to assess the health of your environment, provide helpful resources, and support to get the most from your cloud investment
- Drive adoption and productivity with multiple ways to digest educational content either in-person or virtually
- Save countless administrative hours and reduce onboarding time with insightful courses for each type of employee so they can spend less time on software and more time on delivering exceptional customer connections