

Successful implementation of contact center outsourcing projects. We assist you with analyzing, planning, and effectively implementing a successful service organization.

Optimize your customer service – across every contact channel.

Contact center outsourcing:

We offer companies everything they need for the rapid and successful implementation of outsourcing projects and support you from consulting and implementation to the operation of your individual contact center solution in a wide range of areas, e.g., commercial and technical help desks, in-house telephone exchanges, information services, or app support for customer portals and mobile apps.

We put together the best possible team for your needs. You can rest assured that the right people with the right skills are in the right place for you and your customers. We help you to accurately identify your needs and those of your customers in advance. On this basis, we define and develop tailor-made solutions in close consultation with you.

Trust is the cornerstone for successful contact center outsourcing. Our services are provided exclusively by our professional employees in Switzerland. Technical implementation is carried out via the modern Unified Contact Center Platform (UCCP) and is based on the AWS infrastructure. This enables the integration of numerous functions coupled with the first-class voice quality of the Swisscom network.

The benefits of our outsourcing services:

- **Professional consulting**
We show you where and how you can increase your efficiency and professionalism by outsourcing customer support processes. You benefit from Swisscom's expertise as Switzerland's largest contact center.
- **Cross-channel solution** Whether calls, email, web chat & co-browsing, SMS, social media, or WhatsApp messages: we organize, structure, and process your customer contacts.
- **Budget-friendly implementation**
Thanks to short implementation times, we can provide you with rapid support regardless of the outsourcing model you choose, and we adhere to deadlines and budget requirements.
- **Focus on your core business**
If required, we can take over the complete management of your contact center. You benefit from our expertise and can concentrate on your core business.
- **Quality & Data Protection**
Processing your customer contacts are valuable that demands the highest standards of quality and data protection. Our commitment to these standards is confirmed by annual ISO certifications: Quality Management (ISO 9001), Contact Center (ISO 18295-1), and Information Security (ISO 27001).
- **Numerous additional options**
You get access to optional services that are continuously optimized and expanded by our experts.

Facts & figures



Basic services

Initial consultation on setting up and/or optimizing your customer center solution.

Configuration of the contact center solution for incoming customer interactions and joint definition of processes.

Provision of the necessary agent resources and workstations. Targeted training and, if required, our employees can also work on site at the client's premises.

Personal support from a professional partner manager with ongoing proactive suggestions for optimizing the customer experience, quality, and resource utilization.

Processing of entrusted customer contacts within the agreed service level times.

Permanent monitoring of key performance indicators, ongoing optimization by qualified specialists.

Standardized reports and analyses.



Optional services

Activation of additional communication channels such as email, web chat, SMS, social media, and WhatsApp messages.

Customer surveys by phone, SMS, or email.

Contact center maturity assessment and contact center consulting

App support for customer portals on the web or smartphone apps



Interested in working with us?

Claudio Kick, Head of Sales at Swisscom Services AG, welcomes your call at +41-58-221 47 77.

Further information and contact details can be found at [swisscom.com/contactcenter-services](https://www.swisscom.com/contactcenter-services)