

Deep Experience and Recommendations Leads Thomson Reuters to AMC for Integration



THOMSON REUTERS

Industry: Mass Media & Information
Headquarters: Boston, Massachusetts
Number of Agents: 200

Thomson Reuters is a large organization with a contact center that employs 2,000 telephony agents worldwide across their business including Finance and Risk, Legal, IP and Science, and Tax and Accounting. Despite their size, Thomson Reuters wanted to have common technology across all of their teams and consolidate the Salesforce instances across their main business units.

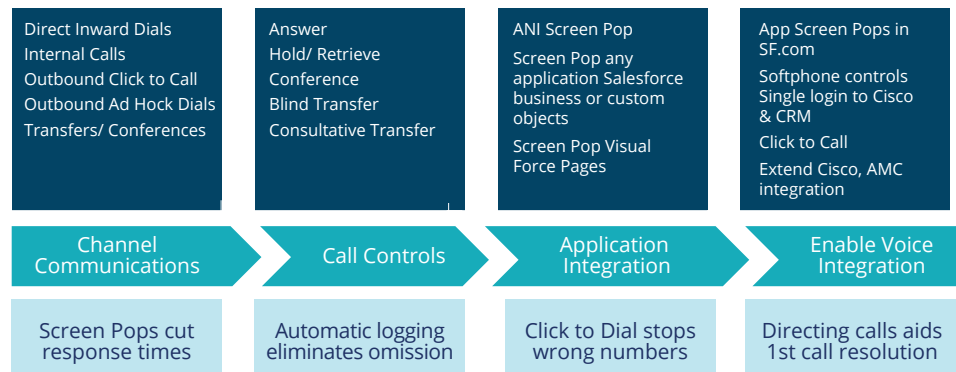
Solution

Thomson Reuters selected AMC Technology's solution after it was recommended by both Salesforce.com and Cisco because AMC had experience with global implementations with 2,000+ users on the same systems that Thomson Reuters used (Salesforce and Cisco UCCE) and AMC Technology was the lowest cost vendor with a CTI solution.

Features Contact Canvas Provided:

- Predictive dialing capabilities
- The CTI toolbar enabled sales view and telesales console
- Screen pop for inbound calls
- Click to dial for outbound calls
- Automatic activity generation for all calling motions
- After call work to enable wrap up activities to occur post call
- Skill groups for call routing efficiencies

Benefits



AMC TECHNOLOGY

www.amctechnology.com
 sales@amctechnology.com
 804.419.8600