



re-inventa

Services and Solutions for the **Contact Centre**

Who are we?

Re-inventa is a Spanish company founded by three partners in 2013 which provides technology consulting services specialising in projects and solutions for Contact Centres of all sizes.

A combination of experience and knowledge about Contact Centre solutions and an optimal cost/benefit ratio gives us as a result the bond of trust and partnership we build with our customers.

Who do we work with?

We are technology partners of *Alcatel-Lucent Enterprise*, *Altitude* and *ICR evolution* and have technicians certified in *Avaya* and *Genesys*. In addition, we work with the *National Distance Education University (UNED)* on Natural language processing (NLP) solutions.

This has allowed us to create successful working partnerships with our customers including *The UN Refugee Agency*, *BBVA*, *Mapfre*.

What makes us stand out?

We apply *Agile methodology* to all our projects, which allows us to respond to changes in a rapid and flexible manner through reduced development cycles.

We focus on quality, and the expertise of our team guarantees excellence in our project delivery.

Our strengths:



EXPERIENCE
AND KNOWLEDGE
OF THE MARKET



EXCELLENT
BENEFIT-COST RATIO



PROJECT MANAGEMENT
USING AGILE
METHODOLOGY



PROXIMITY OF OUR
PROFESSIONALS TEAM



CONTINUOUS
IMPROVEMENT

1. Technology consulting



Contact Centre
Technology



The experience and knowledge of our team ensures **efficiency in development, testing and project delivery.**

We adapt to the needs of each customer offering an **optimum cost/performance ratio.** We create functional designs for every project and provide solutions with the end user in mind.

Installation and development of multi-channel solutions

We are certified partners of leading solution providers (Altitude, ICR and Alcatel) with an experience of successfully completing an array of projects. We specialise in implementation of Contact Centre solutions for voice, email, web, chat and social media, also offering fully tailored options developed to match your exacting needs.

Integration with your existing solutions

We work in a multi-vendor environment in which it is necessary to ensure cross-platform integration. We have successfully integrated different technologies e.g. Oracle SBC-Altitude Alcatel OXE-Kamailio, Altitude-Salesforce, Altitude-Nice, Alcatel-Asterisk, Altitude-Exact Synergy and ICR-Lead Rating, among others. We also perform third party CTI integrations and offer social network solutions.

Tailored CTI solutions

We offer our own comprehensive, tailored software solutions to meet your exacting needs, e.g. Predictive Dialer.

Natural language processing solutions

Through IVR and virtual assistants you can offer faster responses to your customer care online, with a significant reduction in costs. In addition, better management can be performed thanks to the semantic analysis of texts, and you will improve your experience through semantic navigation.

Open Source Solution for Contact Centre

We develop solutions for all Contact Centre services needs: scripting, workflow, reporting and statistics, voice portals/IVR campaigns. Our solutions are based on Open Source software and comply with industry standards.

2. Agile Methodology and Trainings



Contact Centre
Technology



Using Agile Methodology allows us to **dynamically respond to changes** in the Contact Centre and manage our IT projects to respond with real-time solution to the changing environment.

We offer a variety of training courses for your teams to **maximise the full benefit** of using our technology.

Agile Methodology for Contact Centre

Traditional, single solution platforms tend to be inflexible, usually involving long implementation periods and lengthy development processes for any requested changes. Therefore, they cannot compete with rapid market changes that the Contact Centre and its customers are going through.

With the Agile methodology for Contact Centre, our development teams work towards an MVP (Minimum Viable Product) model, that allows added value delivery of small, functional subsets of larger requirements in every Sprint. These iterative developments cycles allow the Contact Centre to adapt quickly to changing realities and to swiftly react to competition.

Certified training

In depth knowledge of all technologies we use allows us to fully optimise your platform. Being Altitude's technology partner enables us to provide certified training both nationally and internationally.

Delta training

Each upgrade of a Contact Centre platform to a new software version is a challenge, both technologically as well as operationally. We specialize in minimizing the impact of the changes by providing comprehensive training to both technical and operational staff.

Ad hoc Training courses

We specialize in customised training for the software you already use. We will gather all technical implementation and user details, create concise documentation that can be used in any future.

3. Support and operation



Contact Centre
Technology



Our goal is to provide the best service for your Contact Centre, so it can **be 100% efficient**. To help you achieve that, we offer the experience and expert knowledge of our professional staff, our **flexibility, availability and minimum response times**.

Maintenance

We have several forms of maintenance to match all our customers' maintenance needs: proactive or preventive (anticipating and identifying the problems through a daily check-list), operational (ensuring optimum system performance), corrective (resolving incidents) and evolutionary (responding to future platform modifications).

Web ticketing

Our 24/7 Customer Support Centre has been designed for you to easily report, edit and check status of all your enquiries, incidents and service requests.

Contact Centre Operation

We offer three levels of technical support: L1 (responsible for the receipt of incidents by users), L2 (specialists responsible for resolving incidents resulting from level 1) and L3 (certified technicians for incidents resulting from level 2).

Business Process Outsourcing

We want to be your technology partner and, with our experience and knowledge, help you to improve your Contact Centre with Outsourcing services (for services or management) and Out-tasking services (for processes or people).