

Zoom collaboration and contact centre

Canonical: <https://agentic.blueapache.com/technical-excellence/zoom/zoom-solutions-with-blueapache/>

Description:

We help you design, deploy and support Zoom collaboration and customer-contact solutions.

Details:

We help you design, deploy and support Zoom collaboration and customer-contact solutions. We combine the platform with our communications, connectivity and implementation expertise, connecting the technology with the workflows your people and customers rely on.

We use Zoom Contact Centre within our own service desk and network operations, integrated with ServiceNow. That Customer Zero experience gives us direct insight into caller routing, agent context, handoffs, supervisor visibility and the practical demands of operating a contact centre.

Connect collaboration with your business environment

We deliver Zoom alongside Microsoft Teams and RingCentral as part of our collaboration capability. We help assess which platform and selected services fit the users, locations and working patterns in your organisation.

A collaboration deployment needs to account for user access, devices, connectivity and support. We work through those requirements with your team so the selected technology fits the environment people use every day. For hybrid teams, that includes the experience of joining and participating from different locations and devices.

We also discuss how Zoom fits with the communications tools already in place. Your requirement may be a defined deployment, an integration or a broader change to the way teams collaborate.

Design the contact-centre experience

For contact-centre requirements, we start with the customer journey and the teams delivering it. We help you work through how enquiries arrive, how they are routed and what information an agent needs to handle them.

The implementation discussion can cover:

- The channels, numbers and customer groups in scope.
- Queues, routing and handoffs between teams.
- Agent and supervisor access and responsibilities.
- Connections to service-management or customer systems.
- The selected reporting, quality and workforce-management requirements.
- Training, testing and the transition from existing processes.

Those decisions help determine the product configuration and the supporting implementation work. We agree the selected capabilities with you so the rollout reflects the required experience and operating model.

Bring experience from our own service operations

Our own Zoom CX deployment connects contact centre, quality management and workforce management with ServiceNow. It supports the environment in which our service-desk and network-operations teams work.

That experience informs the questions we bring to a customer project: how the caller reaches the appropriate team, what context follows the interaction, how supervisors understand service performance and how information moves between systems. We bring implementation and operational insight around the platform, rather than treating the licence as the whole solution.

Explore our Zoom case study

Plan implementation and ongoing ownership

We work with your team on the existing environment, integration dependencies, connectivity and user groups. The transition discussion covers the selected configuration, acceptance checks and the responsibilities required to support the solution after launch.

For example, a routing change should be checked against the people who answer the calls and the systems they use. A reporting requirement should identify the decision it supports and who will review it. We connect these operational requirements with the implementation plan.

Through TECHNOLOGY, you can engage us for a defined Zoom implementation or integration project. Where you want ongoing assistance, we can discuss CONTROL co-managed support or the relevant OUTCOME managed service. We agree the scope around the capability you want your internal team to retain.

Questions about Zoom

Can we engage you without outsourcing our IT?

Yes. Our technology services support a defined implementation or integration requirement. Your team can retain operational ownership, with our role and the handover agreed as part of the project.

Are meetings and contact centre the same implementation?

They serve different needs. We assess collaboration users and meeting workflows separately from contact-centre routing, queues, agent processes and integrations. The selected products and scope follow those requirements.

Can you help connect Zoom with our service workflows?

Yes. We bring practical experience from our Zoom and ServiceNow environment. We review your systems, integration requirements and selected Zoom capabilities to define the appropriate project.

Talk with our team about Zoom

Related expertise

- RingCentral cloud communications
- ControlUp digital employee experience