

CLIENT-FIRST MANAGED SERVICES PLATFORM, POWERED BY CISCO WEBEX CONTACT CENTER



Reimagine the customer experience

Leading enterprises today are redefining how they connect with customers, while struggling organizations are still operating contact centers that are fragmented, complex, and costly to manage. The result is inconsistent service, disconnected teams, and missed opportunities to create meaningful loyalty.

GDT's client-first managed services platform, powered by Cisco Webex Contact Center, transforms traditional contact centers into intelligent customer experience hubs. Built on a secure, cloud-native foundation, it unifies voice, chat, email, and digital channels into a single platform. The result is smarter engagement, faster resolution, and more personalized customer interactions across every channel.

Drive measurable outcomes across customer interactions

GDT's client-first managed services platform combines AI, analytics, and workforce optimization tools into one unified platform managed under one service level agreement (SLA). With real-time visibility, actionable insights, and continuous optimization, organizations can enhance agility, empower agents, and drive measurable outcomes across every customer interaction.

GDT's managed services model ensures your contact center is built and operated for business impact — not just uptime. Whether you're modernizing a legacy environment or scaling a hybrid workforce, our client-first approach aligns technology to business objectives with measurable key performance indicator (KPI) outcomes that reflect improved customer satisfaction, lower operational costs, and increased agent productivity.

CAPABILITIES

- Deliver personalized, omnichannel experiences powered by Cisco Webex Contact Center.
- Gain AI-driven insights to improve agent performance and decision-making.
- Integrate data and automation across every customer touchpoint.
- Manage your entire contact center under a single SLA for simplified accountability.
- Scale securely and flexibly to support hybrid and remote workforces.

BENEFITS

- **Real-time visibility:** Gain unified, real-time analytics across channels to monitor performance, utilization, and outcomes — all from a single dashboard.
- **Improved efficiency:** Empower agents with AI and automation that streamline workflows, reduce handle times, and improve first-contact resolution.
- **Lower costs:** Eliminate legacy infrastructure complexity and reduce total cost of ownership through a fully managed cloud environment.
- **Greater flexibility:** Quickly adapt to evolving customer demands with scalable, cloud-based delivery and flexible consumption models.
- **Enhanced customer satisfaction:** Deliver consistent, proactive service that strengthens relationships and drives customer loyalty.

Get started today

With GDT's client-first managed services platform, organizations can unify communication, empower their teams, and deliver proactive, data-driven customer experiences that scale with their business, while reaping the advantages of a managed services solution.

It begins with a complimentary workshop. During this interactive half-day engagement, we'll work with you to rapidly align technology with your short, medium, and long-term patient care goals. Together, we'll diagnose the current environment, identify quick wins, and brainstorm high-level use cases and feature enablement.

<https://marcom.gdt.com/unified-communications-contact-center-workshops>

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