

NobelBiz's Webinar Series Welcomes Colleen Guffey to talk about The Steps of Implementing New Contact Center Technology

Technical Infrastructure Updates Can be Seen as True Landmarks in a Lifecycle of a Contact Center

CHEYENNE, WYOMING, UNITED STATES, October 4, 2021

/EINPresswire.com/ -- The 12th episode of the [NobelBiz](#) Webinar Series premiered Wednesday, September 30th, 2021 / 12 pm EST | 9 am PT. The webinar can now be accessed on-demand on the [NobelBiz official website](#).

In this new webinar episode, Christian Montes welcomes Colleen Guffey (Chief Compliance Officer at NobelBiz) to talk about the challenges and best practices of implementing new contact center technology: from common mistakes and frequent problems to efficient resource planning and time management. Join the discussion on the NobelBiz website and learn about the struggles and the joys of implementing a new contact center infrastructure.

The technical infrastructure of a contact center is one of those few things that can make the difference between business failure and success. However, changing it with a new, more performance-oriented solution, can be a challenge, to say the least.

This webinar will give viewers the chance to understand what it takes to change the technical infrastructure of a contact center, how the process looks like, what are the challenges, and some of the benefits of choosing to upgrade it.

Watch this exclusive episode to learn about:



The graphic is a red-themed promotional banner for a webinar. At the top, it says "nobelbiz | WEBINARS". The main title is "The Key Steps of Implementing New Contact Center Technology". Below the title, there are two circular headshots: on the left, Christian Montes, the host, and on the right, Colleen Guffey, the guest. Between the headshots is the NobelBiz logo, which features a dragon and the text "nobelbiz". Below each headshot, their names and titles are listed: Christian Montes is the Executive Director of Sales @NobelBiz, and Colleen Guffey is the Vice President of Operations @NobelBiz.



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Contact Center Technology

- The role of Project Management in the technology implementation project
- The roadmap of implementing new technology within a contact center
- The main challenges of the implementation stage
- Addressing the fears of contact center owners and managers
- Implementing telecom projects vs. implementing cloud contact center software solutions



Changing the infrastructure of a contact center isn't a jump from one boat to another, it really is a transition, and I think that's the key."

Colleen Guffey

NobelBiz is a Contact Center software and voice carrier provider that has grown to serve Contact Centers globally.

Being more an extension of its clients' services, rather than a direct vendor, the company combines multiple carrier systems into a single unified network with worldwide backups. NobelBiz also offers advanced [Omnichannel](#) software solutions that handle text (email, webchat, SMS), social media, and voice in a single interface.

The NobelBiz webinar series aims to deliver monthly information-rich episodes that can teach you how to improve your Contact Center business.

Are you a proud member of the Contact Center industry? Do you want to impart your knowledge to our viewers? Do you know anyone who fits these criteria? Email us at mirela.otea@nobelbiz.com and let's set up a meeting.

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