

# 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*

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/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:

A promotional graphic for a NobelBiz webinar. The top section has a red background with the text "nobelbiz | WEBINARS" in white. Below this, the title "The Key Steps of Implementing New Contact Center Technology" is displayed in large white font. The middle section features two circular headshots: on the left, Christian Montes, a man with a beard in a blue suit, and on the right, Colleen Guffey, a woman with blonde hair in a white shirt. Between the headshots is the NobelBiz logo, which is a stylized dragon. The bottom section has a dark red background with white text identifying the host and guest. Host: Christian Montes, Executive Director of Sales @NobelBiz. Guest: Colleen Guffey, Vice President of Operations @NobelBiz.

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## The Key Steps of Implementing New Contact Center Technology

**Host**  
**Christian Montes**  
Executive Director of Sales @NobelBiz

**Guest**  
**Colleen Guffey**  
Vice President of Operations @NobelBiz

- 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



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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](mailto:mirela.otea@nobelbiz.com) and let's set up a meeting.

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