



This FAQ answers questions customers frequently ask about working with our Professional Services team.

» Professional Services

Frequently Asked Questions about our Professional Services

Questions (and Answers) about our Professional Services

Q: How does implementation differ from enablement?

A: Implementation guides you through the entire process and involves the actual setup of your inContact system. It also makes sure your inContact system is ready to go live based on your customizations. Enablement means you'll have an inContact resource available for on-site assistance. Their job is to make sure you have a successful deployment, and your team is well prepared to use your inContact system going forward.

Q: When can I go live?

A: We'll work with you to determine the best time to go live in your environment – normally your new inContact system will be live within 45-60 days. If you need a faster implementation, we also offer expedited deployments.

Q: What if I have special telecom needs?

A: Early in the process, we'll work together to develop a plan that addresses your telecom requirements. Our engineering team can handle a variety of connectivity options - from the simplest to the most complex situations. Connectivity generally has its own timing and is a key component of the project plan from the very beginning.

Q: What comes included in the implementation fee?

A: We have a variety of different implementation packages to fit your needs.

Each includes:

- A dedicated implementation consultant who will walk you through the requirement gathering, configuration, and testing processes to ensure your application is created with supportability and sustainability in mind
- Web-based coaching for training your agents, including a live Q&A to answer your team's questions
- Configuration and customization of your initial set-up
- On-site education, if needed
- An on-site member of our enablement team to handle deployment details

Q: Can I get new local telephone and toll-free numbers?

A: Yes, your implementation consultant will walk you through the necessary steps to get a new phone number.

Q: How am I billed for the initial setup fee?

A: It varies from contract to contract. Ask your implementation consultant for details about your particular situation.

Q: What if the scope changes during our implementation?

A: All of our packages include customizing your inContact system to meet your needs. Once you have agreed to the project's scope and customization details with your sales representative, our team will work toward that goal. However, in the event of a significant change in the scope, you and your salesperson will need to re-negotiate the setup fee.

Q: What options do you have for training?

A: We have many options available, ranging from Web-based eLearning to in-person sessions at our office or yours. Speak with your sales representative, implementation consultant, or client services team member for information on options and pricing.

Q: Do I need to RespOrg my toll-free numbers to inContact?

A: While it isn't required, it is recommended. Your Sales Engineer and with your Implementation Consultant will work with you to determine the best way to deliver calls to the inContact platform.

Q: Do I need to port my local numbers to inContact?

A: While it isn't required, it is recommended. Your Sales Engineer and your Implementation Consultant will work with you to determine the best way to deliver calls to our platform.

Q: Who is my main point of contact for questions during the implementation?

A: You'll have a dedicated implementation consultant who will be your main point of contact throughout the implementation. Our Customer Care or Customer Success teams will also assist throughout the implementation.

Q: Who is my main point of contact after we go live?

A: Our Customer Care team is available 24x7x365. We also have options for using dedicated Customer Success Managers. No matter which options you choose, you'll be supported by a superior customer care team.

Q: How do I monitor the progress of our implementation?

A: We'll set up key milestones, so you can keep tabs on progress as we go. Weekly status meetings with your Implementation Consultant will be used to review the project plan and progress towards the milestones.