

West's Network
Operations Center
is a world-class
facility from which
all aspects of your
customer contact
solutions are monitored
and controlled.



To maximize your call handling performance, contact a West representative today. Visit our website at www.west.com or call 1-800-841-9000.

Network Operations Center





West's Network Operations Center maximizes efficiency with all customer contacts

Within West Corporation lies one of the most technologically advanced Network Operations Centers (NOC) in the world. This highly advanced center oversees billions of telephony minutes and millions of customer transactions for many of our nation's premier companies.

West's NOC is a powerful facility that not only makes it possible to dramatically increase the quality of each call, but is the only center in the industry that controls all customer contact operations from one central location. From live operator and interactive voice response (IVR) transactions located throughout the world to quality control and unexpected client needs, the West NOC consistently improves and enhances call efficiency and provides rapid response to any needs that may arise.

The Network Operations Center is primarily focused on creating greater cost efficiencies and maximizing the results of each customer interaction. Our engineers constantly stay on top of every call, every transaction and every program to provide the most accurate call projections and up-to-the-minute call information. In addition, the NOC can provide companies with important call analysis and data to help improve media buying decisions, campaign projections and their overall customer contact solutions.

Streamlined Problem-Resolution

Behind the scenes in this world-class facility, millions of proactive tests are conducted monthly to quantify call-handling performance, which ensure superior system performance and customer satisfaction.

Systems management personnel continually create new and unique methods to gauge tactical effectiveness and discover trends, allowing for better predictive analysis. All alarms, alerts and systems events are filtered for content by the monitoring systems within the NOC. Appropriate warnings are instantly presented to NOC personnel for handling or investigation, which allows for quick response times.

In addition to systems management, change control processes provide for controlled environment awareness. Proposed changes are reviewed, authorized or denied, and monitored from within this facility. With this high level of awareness and monitoring, West clients can rest assured all transactions are handled in the most effective way possible, and all problems are resolved in the quickest, most efficient manner.

Increased Communications

The NOC makes it possible for West teams to link in and share information instantly within the entire West organization and all global locations. As a result, contact management is no longer segregated by call handling or delivery methods. Incorporated in the NOC are many functional disciplines, such as network call routing, technical administrative support, systems management, security, facilities management, call center operations, Internet systems support and LAN/WAN/ telecommunications support. These key network departments share transactional information and make call routing / contact management, as well as problem-resolution decisions, based on consistent, stringent quality standards and procedures.

Improve call handling with West

West manages millions of live operator and IVR transactions each year for clients. The NOC provides the ability to tie all data together, and manage the needs and requirements of each individual client in a systematic, reliable manner.

