Do you enjoy managing multiple tasks in a fast-paced cross functional environment? Are you a highly-motivated and strategic individual who is capable of translating a client’s needs into a cutting edge communications system design? If so, the Client Provisioning Specialist position is for you!

The Client Provisioning Specialist plays a key role for our support organization, working directly with existing clients in executing account based configuration changes. This role requires ongoing interaction with internal teams and external customers and is essential to ensure the seamless delivery of services with world class standards.

**Responsibilities:**

- Assist Advanced Customer Care (ACC) team in reducing cycle time by managing large and/or time consuming client requests
- Maintain an in-depth understanding of ShoreTel services and processes to effectively communicate within ShoreTel and to clients
- Serve as the subject matter expert for provisioning tools, and provide feedback on client programming tools specifications
- Assist internal teams and external customers on how to use ShoreTel services/features
- Direct interaction with customers to determine exact requirements and gather detailed information to create a statement of work
- Legacy and Connect Contact Center

**Plats för jobb**

Sunnyvale, USA

**Kategori**

Marknadsföring & kommunikation

**Typ av tjänst**

Heltidstjänst

**Sök detta jobb**

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https://mycareer.lu.se/sv/j/4VRGh
Client Provisioning Specialist

- Provisioning new contact center services
- Contact center services removal
- PSTN
- Hold treatments
- Softphone license provisioning
- Large account MACD's (move, add, change, delete)
  - Auto-attendants
  - Ring groups and hunt groups
  - Time of day controls
  - User maintenance
  - Services maintenance
  - Call flow
  - Contact center
- Assist in LNP & toll free port processing
- Service audits (softphone, ShoreTel fax, etc....)
- Building Telstrat call recording tenants
- Ensure Salesforce tickets are properly documented with status and required documents uploaded for reference
- Meet or exceed ticket service level agreements based on task
- Responsible for handling all assigned tickets related to programming, correcting errors, programming issues & questions
- Inbound and outbound call SNIP's as directed by collections

Requirements:

- Minimum 1 years work experience in ShoreTel's support organization
- Strong working knowledge of both Connect and Legacy

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Client Provisioning Specialist

- Excellent verbal and written communication
- Excellent organizational skills
- Strong technical aptitude
- Attention to detail

Education:

- Bachelor’s degree or equivalent experience preferred

ShoreTel is one of the largest providers of cloud, premises-based and hybrid business telephony and unified communications (UC) solutions. Our award-winning, brilliantly simple communications offerings lead the industry in customer satisfaction and lowest total cost of ownership. Our innovative business phones, application integration, collaboration tools, mobility, and contact center applications empower organizations and employees to collaborate, connect and work no matter time, place or device.

With ShoreTel, organizations enjoy freedom of choice: our award-winning, premises-based IP phone system owned and managed in-house, or cloud-based communications managed offsite by our expert telephony teams, or a combination of both. Regardless, ShoreTel’s solutions are built to scale, grow, and evolve as needed. So companies can buy or subscribe to the business communication solutions they need today, with no risk to their original investment should their needs change tomorrow.

ShoreTel’s purpose-built solutions remove the barriers and complexity common with other provider’s solutions – whether an organization is seeking to replace an old phone system, add new...
office sites or branches, upgrade to unified communications, or modernize its contact center. With fewer resources tied up in a phone system, a company’s resources are freed to work on the real task at hand: moving the business forward.

ShoreTel is based in Sunnyvale, California, and has regional offices worldwide.

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