

Oracle Partner Spotlight: Promero



Promero: Oracle Accelerate Solution Provider for Oracle CRM and Call Center Anywhere (CCA) Customers

Promero: Answering the Call for CRM & CCA Expertise **Who is Promero?**

Promero is an Oracle Certified Partner based in Pompano Beach, FL that specializes in providing Oracle CRM and Call Center Anywhere (CCA) solutions to their clients worldwide. Founded in 2001 as an Application Service Provider, Promero specializes in the deployment, integration and management of Oracle Contact Center Anywhere [CCA] solutions to over 50 customers around the globe.

- Oracle Certified Partner headquartered in Pompano Beach, FL
- Oracle CRM On Demand & Call Center Anywhere (CCA)
- Operates a State of the Art Network Operation Center
- Level 1 Service Level Agreements for All Hosted
- Customers Include: Global Telesourcing, LLC; Greenwood & Hall; Arise Virtual Solutions, Inc [formerly Willow CSN]

Promero's Accelerate Solution:

Promero's Oracle Accelerate Solution offers customers a fully integrated solution built upon Oracle's CRM (On Premise or On Demand) and Oracle's Call Center Anywhere application. Targeting customers with either in-house or outsourced call center operations, Promero's Accelerate solution provides deployment and integration services of CCA with Oracle CRM. When CCA is used as the dominant application on the desktop, CCA fully enables the user to take advantage of the multi-channel capability to the CCA application, meaning the ability to take calls [emails, chats, faxes], make calls [emails, chats, faxes] and manage predictive dialing projects within the user's application while maintaining continuity between the CRM record and the contact GUI in a unified environment.

- Full Application Hosting & Management Support
- CCA Offers Complete Multi-Channel / Communication Capabilities
- Ability to take calls (emails, chats & faxes), make calls, and manage predictive dialing projects
- Complete integration with Oracle CRM maintains continuity between CRM record and the contact
- Complete CCA Training Offering for Customers / Users
- Fixed Scope / Fixed Pricing Established at 25, 50, 75, and 100+ Users
- Solution includes Service Level Agreement (SLA)

Contact Us

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