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# Service Overview

## Effective Contact Center Strategies & Solutions

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2010  
e.Partners, Inc.  
[www.epartners.co.jp](http://www.epartners.co.jp)

# Corporate Profile

Established: Oct. 1995

HQ Address: 4-3-5, Shirokanedai, Minatoku,  
Tokyo 108-0071 Japan

President: Osamu Taniguchi

# Our Primary Services

Contact Center & CRM Strategic Consultation  
Contact Center Assessment Services

Due diligence

Health Check

Contact Quality Monitoring & Reporting

Operation Support Services

Contact History Analysis/Contact Reason Analysis

Route Cause & Business Process re-engineering

ICMI Training

Analysis

IVR Design/re-design

Contact Volume Forecasting

Managed Service

KPI/Metrics Reporting

Survey & Selection

Location

Vendor/Product

Project management

System Integration

Center Consolidation

# Industry Contribution

AVAYA

GENESYS JAPAN Co., Ltd.

FUJITSU

CNI Jabra

AVAYA

FUJITSU

NEC

GENESYS JAPAN Co., Ltd.

S.I.

SILVER SPONSOR

野村総合研究所

エンビレックス

Gネットコムジャパン

SPONSOR

KDDI ボルバ

プレスステージ

インターナショナル

NTTルコ

# Our Global Alliance

e.Partners is co-founder of Limebridge global alliance. A global organization that is passionate about helping our clients deliver tangible economic value by optimising their interactions with their customers

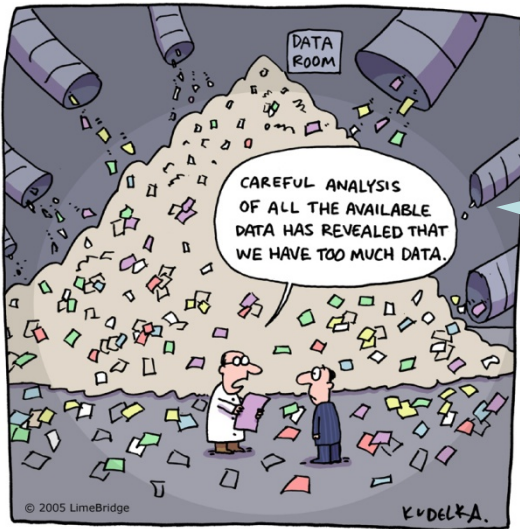
[www.limebridge.com](http://www.limebridge.com)

	Activeo
	Ad Scopum
	Budd
	LimeBridge India
	LimeBridge Hong Kong
	Detter Consulting
	Driva Solutions
	e.Partners
	LimeBridge Australia
	Rhea Consulting





# Our Services



We can make report from various data source like CMS, IVR log, CRM DB, QA score... Everybody easy to understand what they really did.

We do design customer centric routing mechanism by knowing contact reason, call trend and agent skill set.



We do assess current IVR utilization and customer frustrated rate then build up easy to understand, quick routing IVR design.