

## Senior Engineer Contact Center Call Routing

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Company: Betsol

Location: Buenos Aires

Category: other-general

Senior Engineer Contact Center Call Routing Full-time BETSOL is a cloud-first digital transformation and data management company offering products and IT services to enterprises in over 40 countries. BETSOL team holds several engineering patents, is recognized with industry awards, and BETSOL maintains a net promoter score that is 2x the industry average. BETSOL's open source backup and recovery product line, Zmanda (Zmanda.com), delivers up to 80% savings in total cost of ownership (TCO) and best-in-class performance. BETSOL Global IT Services (BETSOL.com) builds and supports end-to-end enterprise solutions, reducing time-to-market for its customers. BETSOL offices are set against the vibrant backdrops of Broomfield, Colorado and Bangalore, India. We take pride in being an employee-centric organization, offering comprehensive health insurance, competitive salaries, 401K, volunteer programs, and scholarship opportunities. Office amenities include a fitness center, cafe, and recreational facilities. Learn more at [betsol.com](https://betsol.com) BETSOL is recruiting for a Sr. Engineer to be part of a team of exceptionally talented engineers accountable for BETSOL's dynamic contact center environment consisting of Avaya, Cisco, and Five9 technologies. This individual will provide technology strategy, direction, and support for the contact center call routing department. You will make an impact by: Designing and supporting complex contact center solutions and call routing that incorporate technologies such as Cisco Voice and Contact Center, Avaya Voice and Contact Center, Oracle SBCs, and Five9 Contact Center as a Service Engineer multi-vendor solutions that are fault resilient with integrations across the multi-vendor platforms Staying current with technology trends to effectively manage product portfolio in support of business needs Collaborating and driving

effective partnerships across the enterprise technology functions to maximize alignment, efficiency, cost optimization and investments, and delivery

**Required Qualifications:** 3 - 5+ years' experience designing and implementing complex call routing utilizing AT&T's ITPF/Route-it application. Vast knowledge of provisioning TFNs, SIP refer terms, carrier prompts and protocols. Ability to understand complex contact center business requirements (voice, chat, co-browse, text/SMS, click-to-call, automated outbound dialing) and design solution resulting in resource efficiency and improve member and agent experience. Working knowledge of call routing and flows, IVR, CMS, recording, and overall contact center functionality

5+ years designing, implementing, and operating contact center workflows and call flows

3+ years' experience integrating with Five9 (preferable) or other public cloud contact center system (Genesys, CloudTalk, RingCentral etc.)

**Preferred Qualifications:** Understanding of AT&T network carrier resporg process and reporting. Working knowledge Avaya CM, CMS, Cisco ICM, and CC systems over various types of networks including work-from-home workers

Working knowledge of monitoring tools such as AMCD

Possess troubleshooting and diagnostic skills regarding call flows, integrations with IVR, BOTs, SBCs and SM.

**Additional Candidate Information:** This position provides an opportunity to work on projects involving leading edge communications technology in a collaborative team atmosphere. A broad range of skillsets among coworkers in the department provides a work environment that values innovation, diversity and inclusion. Employees work in a team environment comprised of highly skilled technologists from multiple departments.

**Education:** Bachelor's degree or equivalent work experience

All your information will be kept confidential according to EEO guidelines.

#J-18808-Ljbffr

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