

Senior Engineer Five9 Contact Center Call Routing

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Company: Betsol

Location: Buenos Aires

Category: other-general

Senior Engineer Five9 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 BETSOL is recruiting for a Sr. Engineer to be part of a team of exceptionally talented engineers accountable for a 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. In this role, you will be responsible for designing, implementing, and maintaining our contact center on the Five9 and Cisco platforms including omnichannel communications to the contact centers. 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: 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. 5+ years' experience designing and implementing highly complex Five9 campaigns. Provide technical expertise integrating Five9 with other systems such as outbound dialers, CRM platforms, and IVR systems. Deep experience with Cisco ICM and Five9 IVR scripting. Ability to understand complex contact center business requirements (voice, chat, co-browse, text/SMS, click-to-call) and design solution resulting in resource efficiency and improve member and agent experience. Collaborate with cross-functional teams to gather requirements, develop solutions, and implement customizations. Maintain and create taxonomy for a central repository for Contact Center and Telephony processes Provide training and support to other administrators of the Five9 platform. Preferred Qualifications: Strong knowledge Avaya CM, CMS, Cisco UCCE and Cisco ICM, and CC systems over various types of networks including work-from-home workers Working knowledge of monitoring and reporting tools such as AMCD, Cisco CUIIC and Five9 Aceyus Possess troubleshooting and diagnostic skills regarding call flows, integrations with IVR, BOTs, SBCs and Avaya Session Manager Proven experience designing, implementing, and supporting Five9 contact center solutions. Strong communication skills with the ability to effectively interact with technical and non-technical stakeholders Excellent problem solving skills and ability to quickly troubleshoot complex technical issues 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. All your information will be kept confidential according to EEO guidelines.

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