

## Cisco Recognizes Carousel Industries as Top Expert in Customer Care

### Carousel Demonstrates Long History in Enterprise-Level Customer Experience and Achieves Cisco Unified Contact Center Enterprise (UCCE) Certification

**EXETER, RI** – Aug. 17, 2017 – Carousel Industries, a leader in communication and network technologies, professional and managed services, and cloud solutions, today announced it has attained the Unified Contact Center Enterprise (UCCE) certification from Cisco. This designation acknowledges Carousel’s ability to design, deliver, and fully support Cisco UCCE solutions that enable its clients to provide personalized omnichannel customer care.

Cisco UCCE partners represent an elite community whose members possess the knowledge, skills, and services as defined by Cisco’s rigorous certification program. After recently obtaining Master Collaboration and Master Cloud and Managed Services designations, Carousel has now reached a level of Cisco specializations that fewer than 30 partners across the country have attained. The UCCE certification was attained through an exclusive invitation from Cisco to Carousel.

Among this select group of Cisco UCCE partners, Carousel brings a unique expertise in enterprise-level environments.

“With nearly two decades of experience in contact centers at the enterprise level, Carousel has continuously demonstrated the ability to help our clients build loyalty and deeper relationships with *their* customers,” said Renee Gut, Contact Center Practice Leader, Carousel. “We understand that customers today expect service to be available when and how they need it. We understand how the customer experience has become a critical competitive differentiator. Put simply, we understand all possible outcomes and how best to deliver the power of omnichannel customer care to our clients.

For more information about Carousel and Cisco, please visit [here](#).