



Case Study

Service Response over Missed call

Introduction

ACE Secure is industry leader in risk management and secure logistics. ACE Secure offers the utmost quality of service and sets the market standard.

The Need

Being crucial security service provider; attending every 'Service calls' in time is very important. ACE Secure has 4 different processes with different needs n protocol. For ease of their customers, ACE Secure would like to offer facility of giving missed call to the customer care unit. The missed call should be displayed and accessible to all agents for faster response.

The Solution

TELESOFT soft Console is been customized as per customer requirements. Application fetches missed calls details over CTI Link.

Depending on CLID of missed call it will be classified into predefined Campaign/Process and will be displayed on all Agents' Screen in associated campaign window.

Agent can click on any number lists in missed call window. TELESOFT console application will dial that number to make call back to the customer.

As soon as one agent respond to any missed call from list, it will be tagged as serviced and will disappear from other Agent's screen to avoid ambiguity.

Client

ACE Secure

Vertical

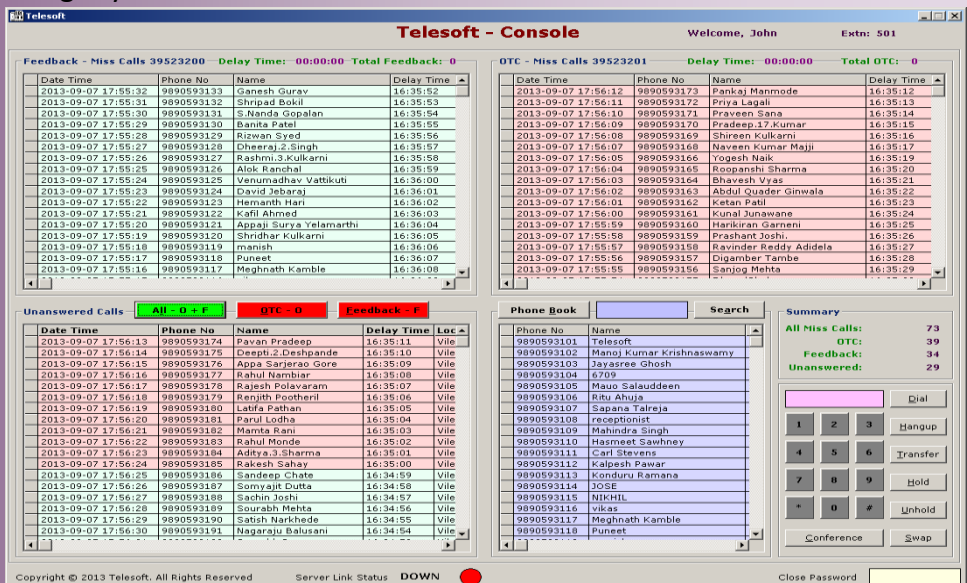
Finance & Security

Location

Mumbai

Switch

Panasonic



Telesoft - Console Welcome, John Extn: 501

Feedback - Miss Calls 39523200 Delay Time: 00:00:00 Total Feedback: 0

Date Time	Phone No	Name	Delay Time
2013-09-07 17:55:32	9890593133	Ganesh Gurav	16:35:52
2013-09-07 17:55:31	9890593132	Shripad Bokil	16:35:53
2013-09-07 17:55:30	9890593131	S.Nanda Gopalan	16:35:54
2013-09-07 17:55:29	9890593130	Banika Patel	16:35:55
2013-09-07 17:55:28	9890593129	Rizwan Syed	16:35:56
2013-09-07 17:55:27	9890593128	Dheeraj,2.Singh	16:35:57
2013-09-07 17:55:26	9890593127	Rashmi,3.Kulkarni	16:35:58
2013-09-07 17:55:25	9890593126	Anus Ranchor	16:35:59
2013-09-07 17:55:24	9890593125	Venumadhav Vattikuti	16:36:00
2013-09-07 17:55:23	9890593124	David Jebaraj	16:36:01
2013-09-07 17:55:22	9890593123	Hemantk Hari	16:36:02
2013-09-07 17:55:21	9890593122	Kaif Ahmed	16:36:03
2013-09-07 17:55:20	9890593121	Appaji Surya Yelamarthi	16:36:04
2013-09-07 17:55:19	9890593120	Shridhar Kulkarni	16:36:05
2013-09-07 17:55:18	9890593119	Mansh	16:36:06
2013-09-07 17:55:17	9890593118	Puneet	16:36:07
2013-09-07 17:55:16	9890593117	Meghnath Kamble	16:36:08

OTC - Miss Calls 39523201 Delay Time: 00:00:00 Total OTC: 0

Date Time	Phone No	Name	Delay Time
2013-09-07 17:56:12	9890593173	Pankaj Manmode	16:35:12
2013-09-07 17:56:11	9890593172	Priya Lagali	16:35:13
2013-09-07 17:56:10	9890593171	Praveen Sana	16:35:14
2013-09-07 17:56:09	9890593170	Pradeep,17.Kumar	16:35:15
2013-09-07 17:56:08	9890593169	Shreeen Kulkarni	16:35:16
2013-09-07 17:56:07	9890593168	Naveen Kumar Majji	16:35:17
2013-09-07 17:56:06	9890593166	Vogesh Naik	16:35:19
2013-09-07 17:56:04	9890593165	Roopanah Sharma	16:35:20
2013-09-07 17:56:03	9890593164	Bhavesh Vyas	16:35:21
2013-09-07 17:56:02	9890593163	Abdul Quader Ginwala	16:35:22
2013-09-07 17:56:01	9890593162	Ketan Patil	16:35:23
2013-09-07 17:56:00	9890593161	Kunal Juyawane	16:35:24
2013-09-07 17:55:59	9890593160	Harikiran Garneni	16:35:25
2013-09-07 17:55:58	9890593159	Prashant Joshi	16:35:26
2013-09-07 17:55:57	9890593158	Ravinder Reddy Adidela	16:35:27
2013-09-07 17:55:56	9890593157	Digamber Tambe	16:35:28
2013-09-07 17:55:55	9890593156	Sanjog Mehta	16:35:29

Unanswered Calls All - D + F OTC - D Feedback - F

Date Time	Phone No	Name	Delay Time	Lot
2013-09-07 17:56:13	9890593174	Pavan Pradeep	16:35:11	Vile
2013-09-07 17:56:14	9890593175	Deepthi,2.Deshpande	16:35:10	Vile
2013-09-07 17:56:15	9890593176	Appa Sarjerao Gore	16:35:09	Vile
2013-09-07 17:56:16	9890593177	Phul Nambhar	16:35:08	Vile
2013-09-07 17:56:17	9890593178	Rajesh Polavaram	16:35:07	Vile
2013-09-07 17:56:18	9890593179	Renjith Pootheril	16:35:06	Vile
2013-09-07 17:56:19	9890593180	Latifa Pathan	16:35:05	Vile
2013-09-07 17:56:20	9890593181	Parul Lodha	16:35:04	Vile
2013-09-07 17:56:21	9890593182	Manita Rani	16:35:03	Vile
2013-09-07 17:56:22	9890593183	Rahul Ronde	16:35:02	Vile
2013-09-07 17:56:23	9890593184	Aditya,3.Sharma	16:35:01	Vile
2013-09-07 17:56:24	9890593185	Rakesh Sahay	16:35:00	Vile
2013-09-07 17:56:25	9890593186	Sandeep Chate	16:34:59	Vile
2013-09-07 17:56:26	9890593187	Somyajit Dutta	16:34:58	Vile
2013-09-07 17:56:27	9890593188	Sachin Joshi	16:34:57	Vile
2013-09-07 17:56:28	9890593189	Sourabh Mehta	16:34:56	Vile
2013-09-07 17:56:29	9890593190	Satish Narkhede	16:34:55	Vile
2013-09-07 17:56:30	9890593191	Nagaraju Balasani	16:34:54	Vile

Phone Book Search

Phone No	Name
9890593101	Telesoft
9890593102	Manoj Kumar Krishnaswamy
9890593103	Jayashree Ghosh
9890593104	6709
9890593105	Mauo Salaudden
9890593106	Ritu Ahuja
9890593107	Sapana Talreja
9890593108	receptionist
9890593109	Mahindra Singh
9890593110	Hasmeeet Ahwney
9890593111	Carl Stevens
9890593112	Kalshesh Pawar
9890593113	Konduru Ramana
9890593114	JOSE
9890593115	NIKHIL
9890593116	vikas
9890593117	Meghnath kamble
9890593118	Puneet

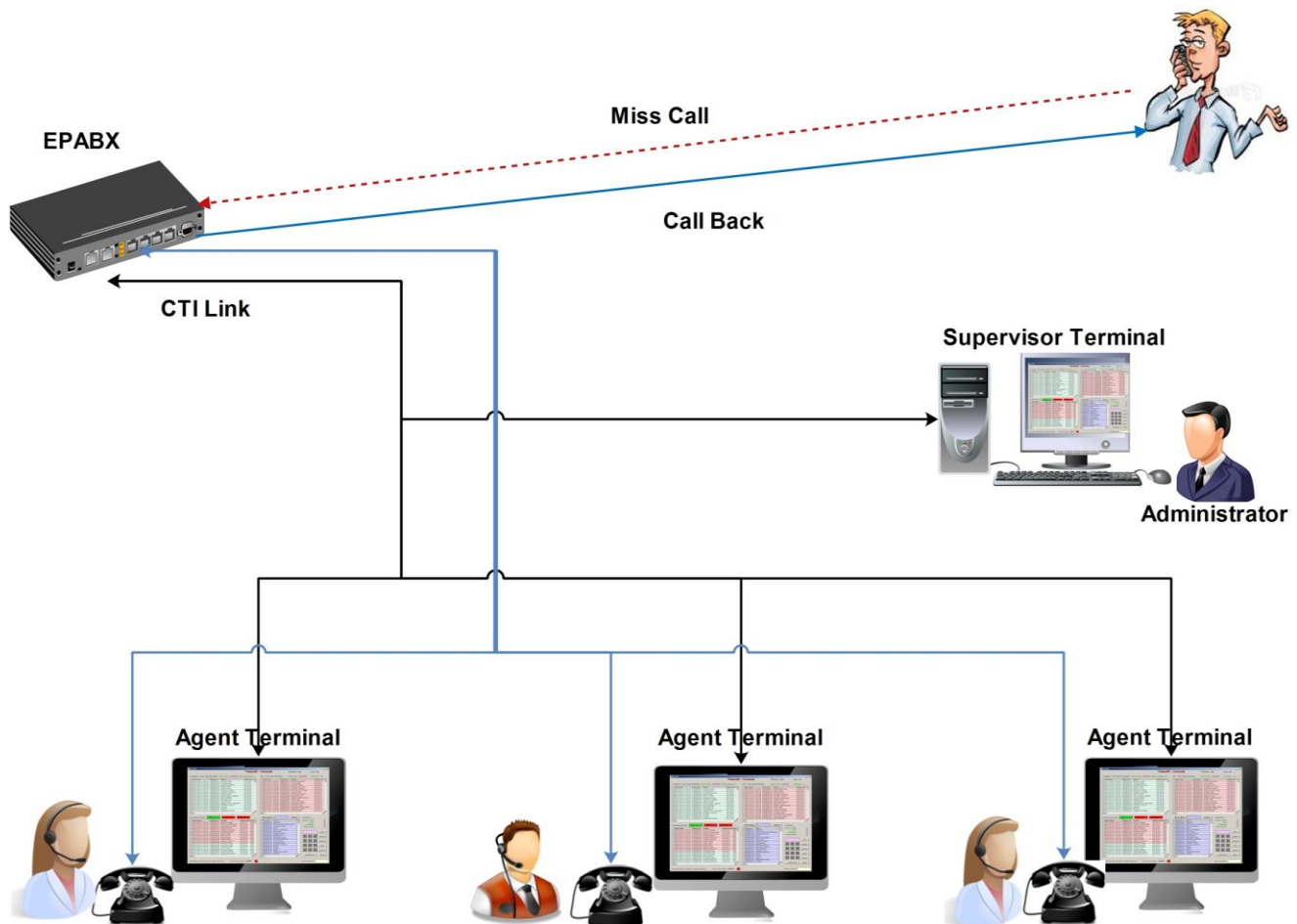
Summary

- All Miss Calls: 73
- OTC: 39
- Feedback: 34
- Unanswered: 29

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Once connected Service call can follow the service procedure. Agent will have facilities such as Hold, UnHold, Swap, Transfer, and Conference. Missed Call Summary, Campaign wise call summary is available on Agent screen. Supervisor Terminal will display Agent wise, Campaign wise detail real-time view.

Schematic



Conclusion

TELESOFT customized console application have helped ACE Secure in reducing the service response time considerably. Raising service request in form of missed call is proved to be an unique concept for customers. Displaying the service request on all agent screens at a time ensures the available manpower and recourse utilization to the fullest. Offered solution is proven to be really helpful for ACE Secure, for improving their service standards and organizational infrastructure.