Case Study

Service Response over Missed call

Client

ACE Secure

Vertical

Finance & Security

Location

Mumbai

Switch

Panasonic

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.
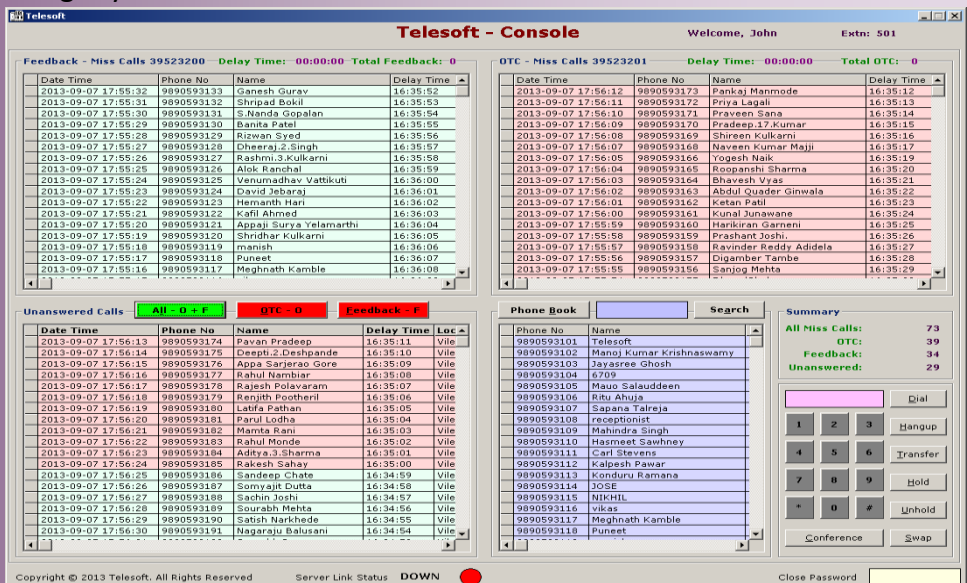
Once connected Service call can follow the service procedure.

Agent will have facilities such as Hold, UnHold, Swap, Transfer, and Conference.

Missed Call Summery, Campaign wise call summery is available on Agent screen.

Schematic

Supervisor Terminal will display Agent wise, Campaign wise detail real-time view.
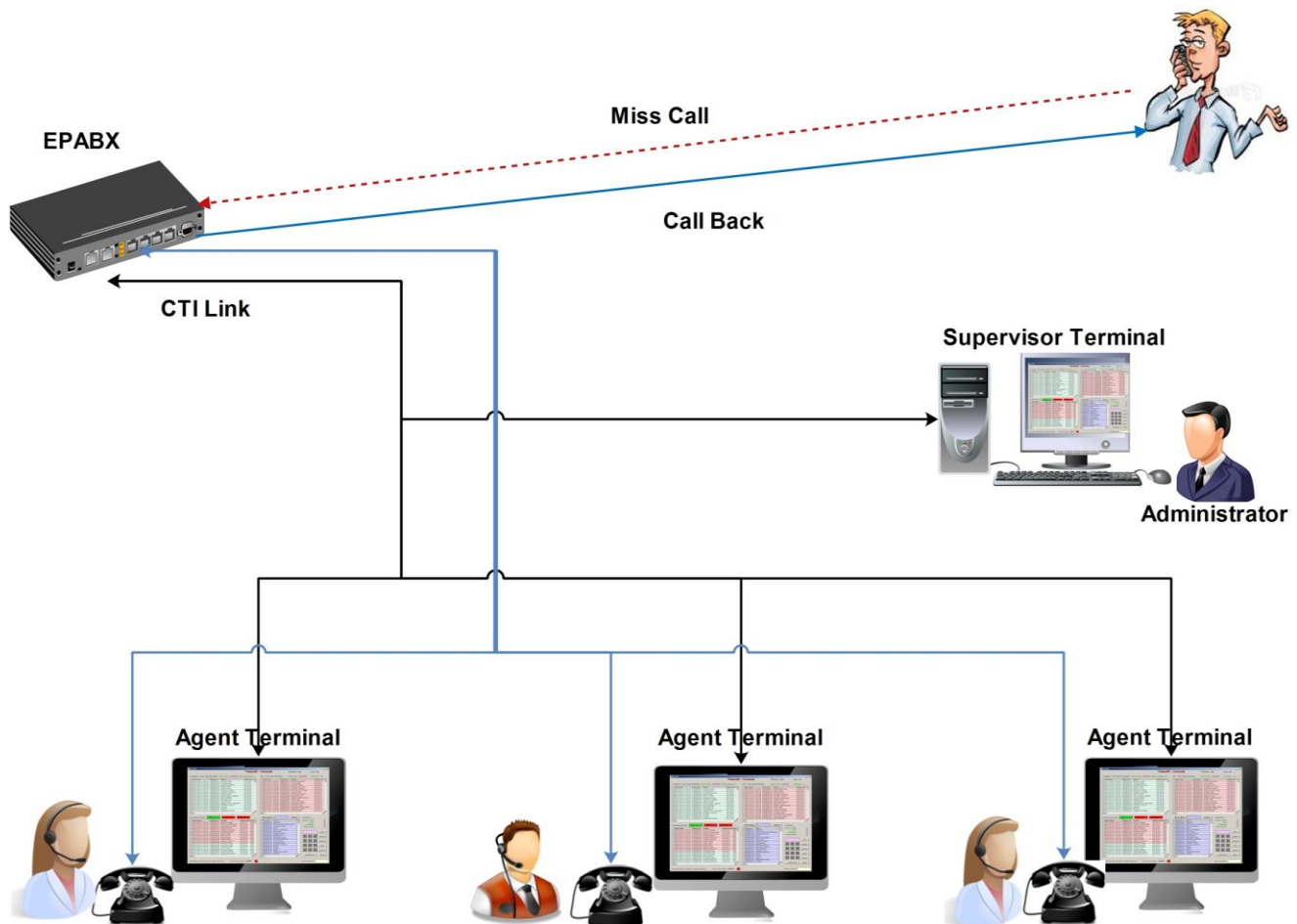
Conclusion

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.