

Centralizing Multi-Site Contact Center with iPECS CCS

iPECS
Your Communications Solution



100 – 300 Ext.



Corporate



iPECS CCS



TechRentals



About the client

TechRentals is an Australian specialist business which has been providing expert technology equipment solutions to businesses for over 40 years. Established in 1974, it's grown to become the largest rental provider of test and measurement instruments in the southern hemisphere, with 8 locations across Australia, 1 in New Zealand and 2 in Malaysia. Its customer base ranges from big companies to independent contractors such as plumbers and engineers.

www.techrentals.com.au

Summary

TechRentals is a division of TR Pty Ltd that provides specialty test and measurement equipment for hire, rental, lease or sale to a variety of industries. TechRentals' business is largely reliant on calls from current and prospective customers requesting equipment that is programmed to meet their specific requirements. They receive approximately 80–100 customer queries per day across all their offices from customers, and it is important for them to be able to respond to calls in a timely manner. They needed a solution that would centralize calls from their 8 offices across Australia and preferably include their New Zealand branch as well. The solution had to report and monitor incoming call traffic and staff availability to improve efficiencies within the business.

Challenge

With offices located across Australia that ran independently, there was a lack of visibility of call flows and how many calls were possibly being missed. They also weren't able to monitor staff activity and how each inbound call was being handled and whether customers were calling multiple locations to get advice. TechRentals was looking for a solution that could integrate and centralise their independent offices into a single call centre set-up for incoming calls. A solution that had detailed reporting and provided the business with visibility on call flows, to help increase efficiencies and internal communication was needed.

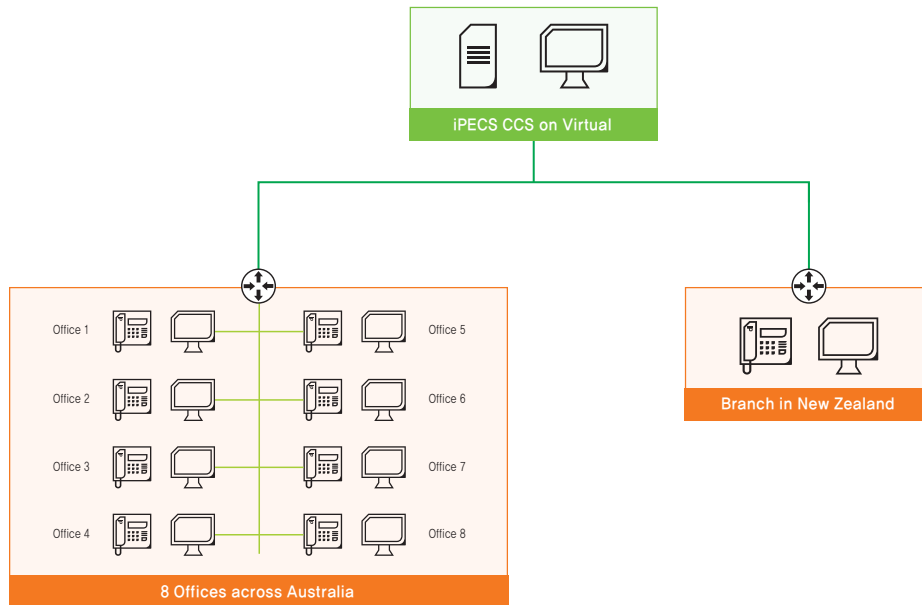
Products

Application

- iPECS CCS
 - Call Queuing
 - Supervisor and agent desktop software
 - Monitoring and Reporting Tools
 - Web Chat and Instant Messaging Client
 - Business Intelligence Dashboard highlighting call activity SMS Functionality



Centralize All Offices' Network with iPECS CCS



Solution

After extensive research into different options, the iPECS CCS (Contact Centre Suite) solution was selected. The Channel Partner/Aria Technologies worked closely with TechRentals to design and configure iPECS CCS to meet their specific needs. TechRentals also chose to run the software on a virtual machine.

iPECS CCS was implemented across TechRentals' Australian offices and successfully extended out to also incorporate their New Zealand office. It helped to connect over 150 staffs and to improve the communication flow across all offices, as staffs are now able to see if someone in another location was available or busy and can redirect calls accordingly. The solution includes over 100 call queues that manage all call flows, as well as routing enquiries from its website.

The reporting function provides visibility of each call end-to-end across all locations and enables consistent reporting across all locations. TechRentals also chose to take up a Professional Services Maintenance Support Agreement with Aria Technologies, to support them with ongoing support and maintenance for this solution.

Benefits

- Integration independent offices into a single call centre
- Improved inter-office communications (all staff now have visibility of each others availability)
- Support monitoring every call end-to-end that comes through the call centre set-up
- Possible to provide a better level of service to customers
- Provide one snapshot for staffs with the call activity on dashboard (Calls in waiting, staff who are available and busy, etc.)
- Track, measure and manage call activity more effectively and maintain consistent reporting across all their offices
- Easy to create more insightful reports by marrying the sales data and call data into a single report
- Being simple to operate and manage as streamlined inbound calls and consolidated their calls are into one flexible system
- Easy to monitor and make call flow changes as required