



DAMOVO

Delivering excellent customer service  
through the use of enhanced contact  
centre functionality





## Change Driver

A breakdown service company was using a contact centre that enabled their staff to provide satisfactory customer service. They recognized however that additional functionality could significantly increase both service quality and employee efficiency.

The company's efforts to independently find a contact centre solution that would fully cover its' needs were not a success. The Customer Service Manager therefore decided to go to tender instead – to see if a vendor could provide everything on their wishlist.





## Damovo Approach

The old contact centre platform was replaced by a new one from Damovo. Mitel's MiContact Center Enterprise had many of the functionalities requested by the customer.

The rest of the requirements were developed by Damovo and integrated into the new platform.

Enhancements include the ability to generate an infinite number of agent and group statistics; a clear, integrated call forwarding page where the agent can also specify the transfer reason; and a list of customer aborted call attempts with callback option.

In addition, the new solution has been equipped with both a voice recording solution from NICE, and personnel scheduling software from Verint.





## Customer Value

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### How the **Contact Centre agent** benefits

The new solution now has the functionality the agents need in order to deliver excellent levels of customer service.

This leads to a significant increase in the efficiency of customer calls – which reduces the amount of complaints/ irate customers.

### How the **Management** benefits

The company is able to offer even better customer service.

This in turn leads to higher customer satisfaction levels, and an enhanced brand image for the company.