

EMPOWERING A MAJOR CITY TO
SWITCH TO REMOTE WORKING IN
JUST ONE WEEK





The Challenge

A large German city turned to Damovo for support when the Covid pandemic reached Germany in March 2020.

They needed to transition teams to home working within a few days.

They also needed to keep citizens up to date with the very latest advice and information.

But the city's on-site unified communications infrastructure was not set up for home working and did not have contact centre licenses.

DAMOVO





Damovo Approach

In just one week, Damovo implemented a cloud-based contact centre for the city.

Incoming calls via the existing service numbers are redirected to the cloud routing platform and distributed from there – which allows city employees to take calls either from home or the office.

To change locations, they simply select where they're working via the online portal of the cloud solution.

When they select "office", calls route to their desk phones or cloud VoIP client. If they select "home", calls reroute to their landline, a cloud VoIP client or smartphone.

The new system also allows voice announcements to be updated with text only. Employees type an update – and the system automatically changes the text to speech and plays it to the callers as part of the dialogue that follows.



Customer Value

DAMOVO

Benefits for **employees**

So long as they have internet access, employees can now work flexibly, from home or the office.

They don't need any special equipment – they simply select their location online and get to work.

Benefits for the **city**

Keeping citizens informed on the latest developments and advice is now easy – and places no additional burden on IT colleagues.

Because calls are redirected via the cloud, there was no need to change telephone numbers and communicate changes to citizens.