Enghouse Interactive

Auto Insurance Fund Company

Success Story Overview

Challenge

An auto insurance fund company ("AIF") had one call center location with 50 agents, all using Avaya Communications Manager. The agents were typically taking calls for either underwriting or claims, so they needed 2 queues set up for better call routing and an improved customer experience. In addition to basic capabilities, "AIF" also needed call recording capabilities, not only for their agents, but for their other 130 employees as well. Overall, they needed their contact center taken into the 21st Century, and they wanted an Enghouse solution combined with Microsoft Skype for Business to do it.

The Solution

Seeking a true, unified customer experience, "AIF" opted for Skype for Business given its ease of use and flexibilty. Utilizing Skype for Business. "AIF" quickly deployed Enghouse solutions, bringing their contact center up to date. Using Enghouse Interactive's Quality Management Suite, they are now able to manage multiple call types, on multiple queues. Additionally, with real-time monitoring, supervisors are able to whisper coach agents live and barge if needed. The call recording capability that they needed company-wide includes capabilities such as agent evaluation for their contact center agents in which agents and supervisors are able to see historical reporting. They also extended their contact center with IVR implementation in both Spanish and English, routing almost all inbound calls though IVR, freeing up agents. Not only has the company improved their contact center efficency and capabilities, their agents now have more freedom with the possibility to work remote.

Enghouse Interactive's flexible solution enabled this auto insurance fund company to start with voice only capabilities with the future capability to support multi-media interactions. Looking towards they future, the company will be able to manage all customer contact points on one interface.

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-channel contact center, self-service, attendant operator consoles and workforce optimization. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.