

Case Study – Telecommunications Audit

The Company

A business only IT Communications provider with over 15 year's experience. Delivering high availability, low latency business grade IT communications that support robust internet and inter-site applications.

The Business Challenge



An analysis of customer complaints had revealed that customers were complaining of calling the technical support centre and no one answered. Another trend was that sometimes unanswered calls fell back to voice mail and then there was no response to the message left by the caller. It also appeared that emails and messages from the web site were also not being responded to. It was also evident that there were no methods of monitoring the team's performance

The Solution

The Andante Consultant interviewed the local IT manager and ascertained that there was not enough skill within the organisation to effectively manage the current telecommunications equipment. It was also evident that the practice of the technical support team needed changing. The Andante consultant prepared a report and chaired a meeting with the IT team and the supplier of the telecommunications equipment. The following issues were identified and corrective action implemented.

- Calls were being lost because of a programming error only sixteen of the thirty two channels delivered into the building had been enabled on the telephone system.
- The algorithm used by the voice mail system was changed to match the needs of the caller and the voice mail system was re-programmed to send an email alert to the technical support team every time a message was left. Wall boards were installed and the statistics showing the number of calls, waiting times and lost calls was put on display for all of the team to see
- A recommendation was put to the management team to invest in middleware to allow the customer service record to be "popped" onto the screen before the call was answered
- The IT team were placed on a training course to enhance their knowledge of the systems capabilities

The Benefits

- Customer complaints were reduced significantly and the customers experience was greatly improved
- Lost calls were reduced to zero
- The team became motivated by the visual representation of how well they answered calls
- The IT team's confidence was enhanced

The Andante Mission

Our professional advisors are committed to enhancing your customer's journey through, your people, your processes and your systems. This is achieved by providing you with best practice, managing change and delivering practical and effective assistance. We have reduced costs, motivated teams and assisted many companies like yours to acquire incremental business, retain customers and lock out the competition.
"Independent, objective, Advice"

Proud to be members of



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