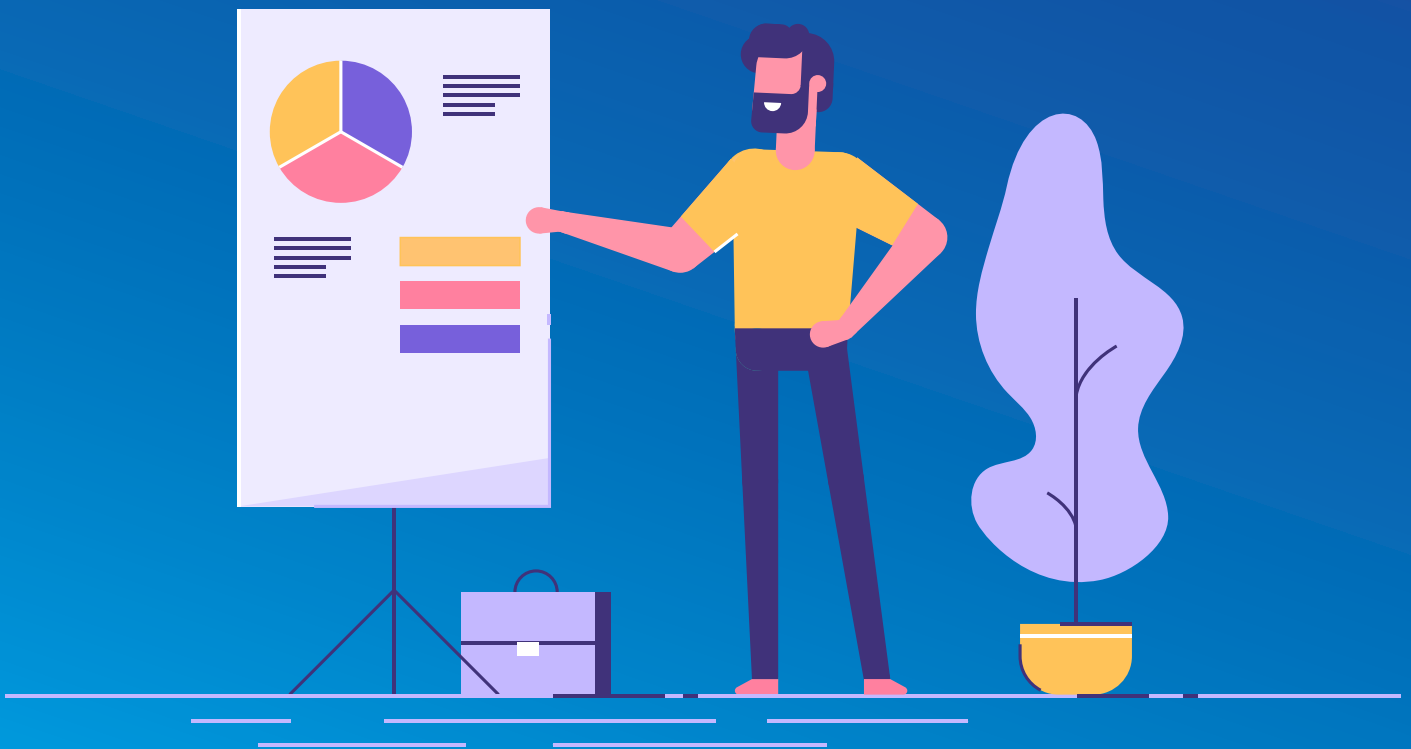# 11890

Directory Enquiries

OVERVIEW

- The Coolest DIRECTORY INQUIRY SERVICE in Ireland

- 40,000 Calls per Day

- 9 million Calls per Year

- HIGH PRESSURE ENVIRONMENT

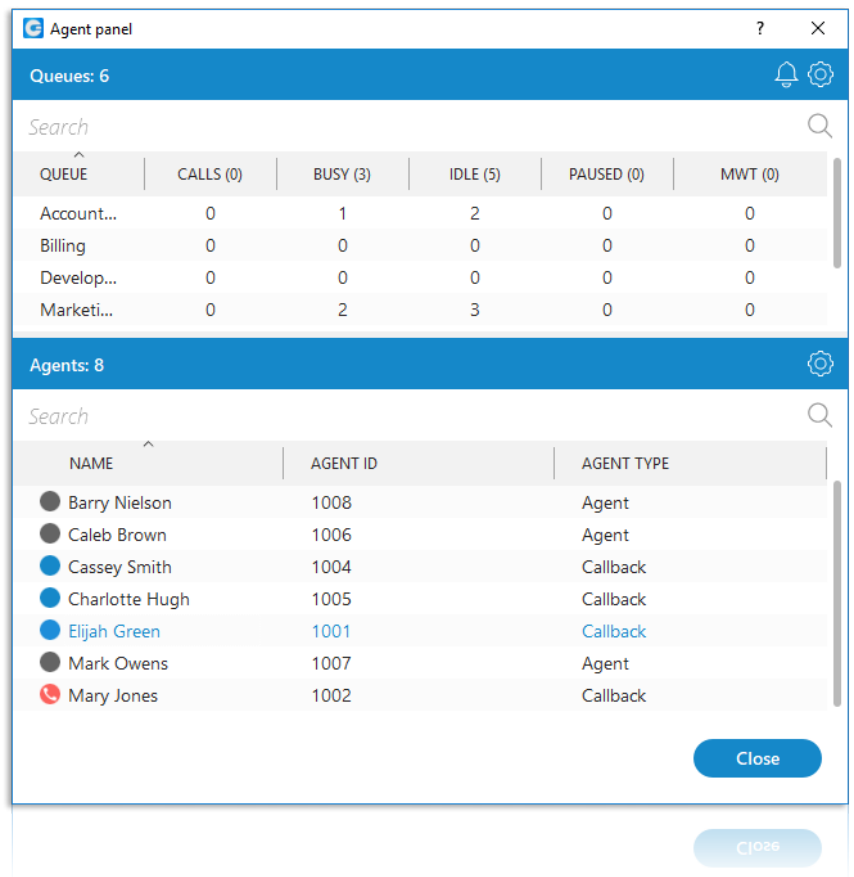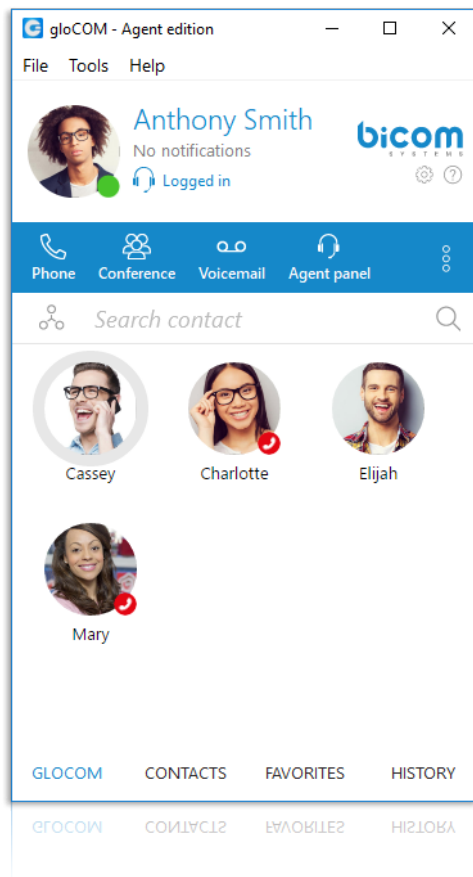- RENEWAL of their TRADITIONAL PHONE SYSTEM

CHALLENGE

1. Improve EFFICIENCY

2. Improve RELIABILITY

3. Improve ERGONOMICS

4. To LIBERATE

SOLUTION

- PBXware CALL CENTER Editon

- OPEN STANDARDS Hardware - Redundant Server

- Inbuilt Statistics

- CRM Lookup

- gloCOM Call Center Agent

RESULTS

- SYSTEM NOT CRASHED

- 35% Gain in Productivity

- Huge Reduction in Costs

- Agents have much happier WORK PLACE

- Supervisors CONTROL the System and Agents

- LIBERATION from Traditional Vendors