

Overview

RHG Home Loans is listed on the Australian Stock Exchange. The company is one of Australia's largest Home Finance Groups with many thousands of families across the continent supported by its services.

A new Call Centre for the Company HQ had been planned for some time. However it was clear that the timeframe that would be available between the office being accessible for the install and the need for need for calls to be answered would be very tight.

Operating since 1993 the company's first priority was to make a safe choice that would also provide the solid tools needed to ensure the efficient handling of customers in an organised and measurable manner.

Challenge

The existing NEC was to be decommissioned. The site was Greenfield although uniform numbering plan needed to be put in place quickly. Curiously the company was already using some Open Standards Turnkey Telephony Solutions. In the words of Clinton Gaddes of www.eidsolutions.net.au, the Installer 'they drove me nuts.'

What had been tolerable to date during installation was not going to be possible to carry on to the supervising of key customer interfacing staff of a listed Finance House. That would risk more than just Credit being Crunched. Patch and make bear solutions were not an option. The environment is particularly charged and the need to direct and redirect calls was identified as high priority.

In a world where interest is measured by the second the challenge was within a week to deliver a world class system with full reporting tools without any 'extra charges' being incurred.

Solution

PBXware Call Center Edition checked the boxes for all aspects of a modern Call Center. A single complete software install onto one server to keep costs minimised. Statistics run from the same application producing summaries and graphs of activity levels, calls answered or dropped, service level and more ...

Queue waiting was to be projected across the Call Center room using a plasma screen.

The solution consisted of a Sangoma A101D to provide connection to the E1 and

Linksys was chosen as the handset of choice. The Linksys SPA 932 extension unit was to provide presence settings for all employees to permit easy transfer from one to another.

To provide agents with the best view of other staffs' activity and easy setting up of conferences or online chat for supervisors to provide guidance, the Glocom soft global communicator was to be included.

Implementation

November 2007 Clinton Gaddes first downloaded PBXware Call Center Edition as a CD. It was Sunday evening. This was installed onto a quad core intel server. Monday morning came. The Linksys handsets were dropped on their respective desks recognised by PBXware as the wizard did its job and by filling in data to the PBXware wizard. The IVRs and queues too were set up quickly enough.

Best of all though – the lighting up of the Linksys 932 just glowed across the room.

As dusk was beginning to settle in Sydney the Sangoma drivers and E1 Trunk were configured by Bicom Systems remotely.

Tuesday morning was time for training and taking supervisors through the options to then best manage agents. Each supervisor was granted limited privileges to be able to organise their respective queues.

Results

RHG has now a Next Generation Call Centre with PBXware doing the crunching – of statistics and helping the Company stay ahead of the curve.

Staff can easily field calls to other colleagues with the absolute minimum of effort and Supervisors have a real idea of performance and how to best assist agents in answering calls.

In the words of RHG, it continues, “to pride itself on its unrelenting ambition to provide excellence in customer service.”