

Case Study for
CONCORDIA
Integrated Facility Management

CONCORDIA DUBAI EXPANDS ON EFFICIENCY WITH IMPERIUM CMS

A case study on Call Monitoring Solution
Provided for Avaya CCR at Concordia.

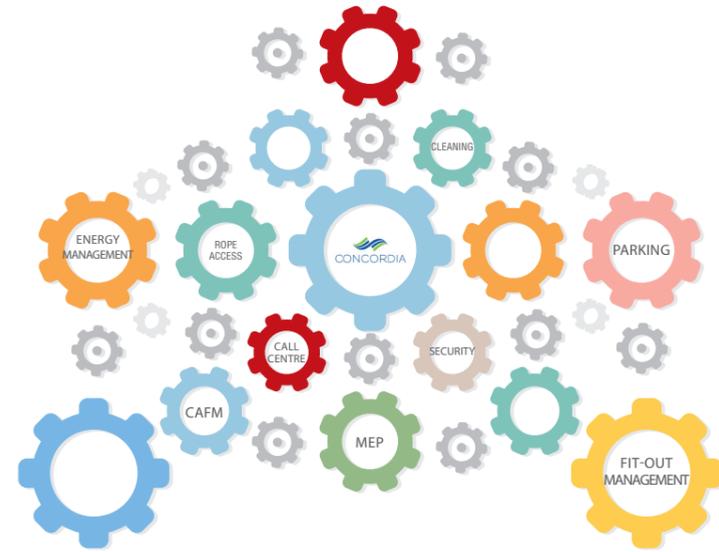


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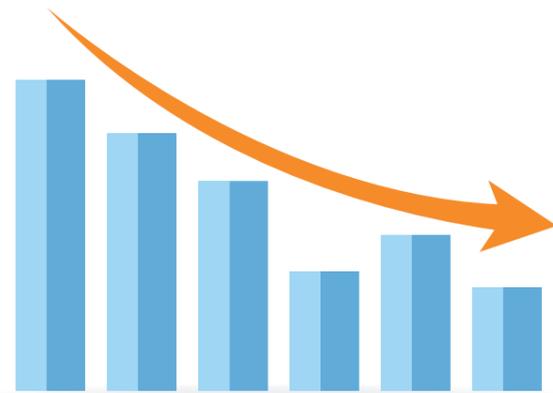
A dexterous business leader in the domain of infrastructure and facility management, Concordia serves magnificent commercial and residential properties throughout Dubai. A company of direct 2000 employees that offers a broad range of high quality, bespoke, FM services. Their persistence and perspective are backed not only by technical expertise but by a strong system of internal and external communication to deliver quality where and when required.

CONCERNS AND PAIN AREA

Concordia's helpdesk team handles a humungous number of query calls round the clock at their in-house Contact Centre powered by Avaya. With a heavy call flow of about 200 calls per hour, call reports are vital in tracking business growth. They have an activated Avaya Customer Call Reporter (CCR) in place for receiving regular call reports. However, they recently noticed a glitch in the CCR that had been tampering with their call reports for a while.



Though the team has been efficient at troubleshooting customer problems with their action plans, this malfunctioning was disrupting their work flow, call handling system and has an adverse effect on the agent performance. It left the team unsatisfied with the system and in a state of disarray when it came to real time call reports and historical information which was simply detrimental to the business.



CLIENT REQUIREMENT



The Concordia team was in need for a solution that could fortify their Avaya system to generate accurate customized reports for productivity analysis. Routine reports which are a blend of factual data and valid statistics would prove highly beneficial for performance assessment of their contact center agents as well as the overall business.

But, the management team sought more than just a reporting system. They essentially wanted an integrated unit that would be able to perform in synchrony to their specific environment, be accountable, reliable and responsive to the business exigency.

WHY IMPERIUM?



“Imperium has quite a reputation for being an excellent technology partner for Avaya in the region. We chose them because they are well versed with Avaya contact center solutions and provide top notch systems to leverage and maintain the product in good stride. Their approach has been to understand our plight first and then implement steps which ensured best possible outcomes, just as we required.”

-Concordia

SOLUTION



Concordia team was unable to find a cogent solution to their problem. This is when they approached Imperium Software Solution to diagnose and dissipate the issue. Imperium being the expert in AVAYA solutions for decades had been quick at providing a well-rounded resolution. Here is what we did.



STEP 1: GAP ANALYSIS AND BEST PRACTICES TO IMPLEMENT AVAYA CCR



Imperium team began with an extensive study of the business environment and work flow at Concordia. We recognized a flaw in the CCR and with consultation, we seamlessly re-configured the system as an initial practice of proper implementation for Avaya CCR. That would ensure that accurate data is retrieved from the system and call handling is in control.

STEP 2: DESIGN AND CUSTOMIZATION OF REPORTS



Next up, we designed a value-added module on top of the Avaya CCR: **The Imperium CMS module** with custom API to provide customized and easy access of Avaya reports through secured custom API for the third-party Integration. This means, our CMS module could use Concordia's call details in a secure manner to align detailed graphic representations and reports in tandem to Concordia's desired templates and formats. To the delight of the management at Concordia, the insightful reports enhanced their helpdesk efficiency and made decision making much simpler and concrete. We designed and instilled the following report formats.

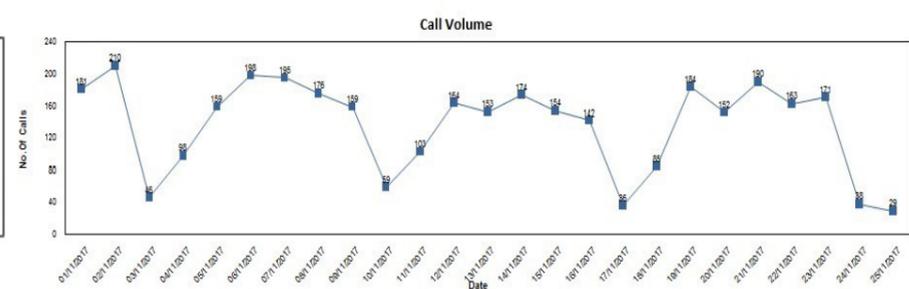
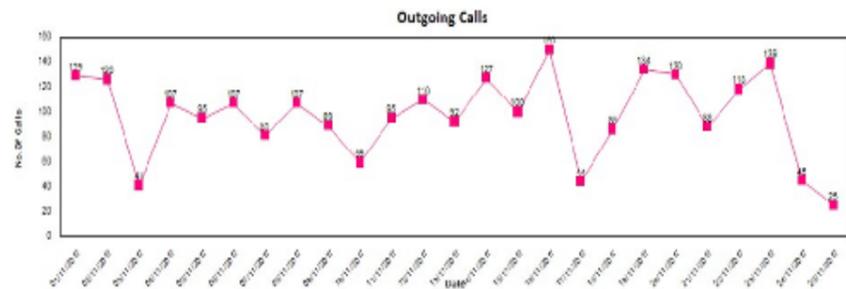
WE DESIGNED AND INSTILLED THE FOLLOWING REPORT FORMATS.

1 CALL SUMMARY REPORTS

Offers detailed information, summary and statistics on the inbound and outbound group calls.

- i. Total call Volume
- ii. Incoming calls
- iii. Outgoing calls
- iv. Abandoned calls
- v. Average Wait time
- vi. Average Answer time
- vii. Answered calls
- viii. Lost Calls

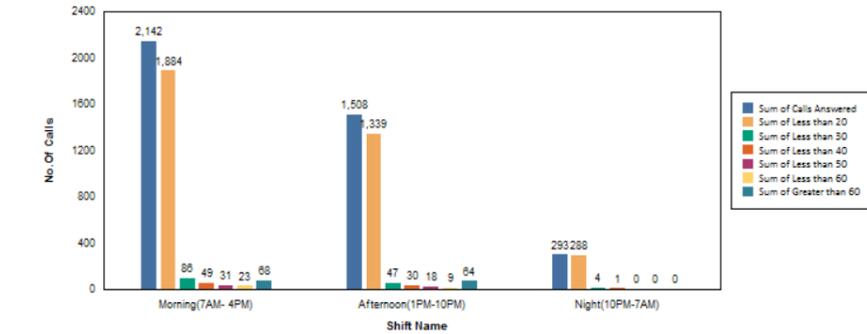
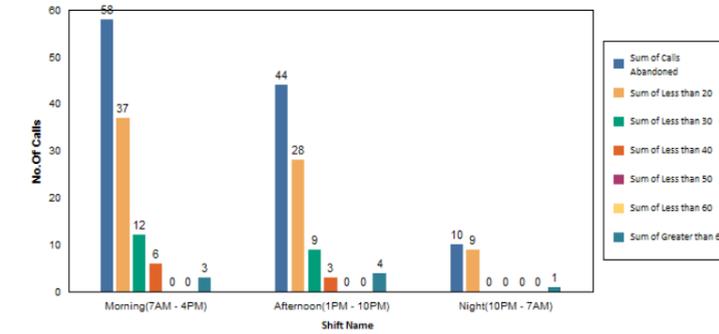
CONCORDIA Call Summary Report								
Date	Total Call Volume	Avg. Answered Time	Avg. Call Handling Time	No. of Call Abandoned	Avg. Wait Time	Transferred Call	Lost Calls	Outgoing Calls
19/12/2017	182	0:00:39	0:01:00	8	0:00:10	8	15	93
20/12/2017	151	0:00:38	0:00:58	6	0:00:05	1	12	118
21/12/2017	148	0:00:39	0:00:48	2	0:00:08	11	15	91
22/12/2017	60	0:00:36	0:01:17				20	96
23/12/2017	96	0:00:30	0:00:58	5	0:00:17		16	92
24/12/2017	135	0:00:36	0:01:02	3	0:00:11	8	19	131
25/12/2017	122	0:00:31	0:00:48	8	0:00:25	3	21	135
26/12/2017	127	0:00:35	0:00:51	6	0:00:16	5	16	99
27/12/2017	108	0:00:37	0:01:10	1	0:00:37	5	21	71
28/12/2017	24	0:00:29	0:00:47			1	5	12
Summary	3928	0:00:39	0:01:17	129	0:01:03	154	367	3036



2 ABANDONED AND ANSWERED CALL REPORTS

Application provides detailed and statistical information on

- i. Abandoned Calls and Answered calls.
- ii. Callback Reports with their 'wait time' details in Queue based

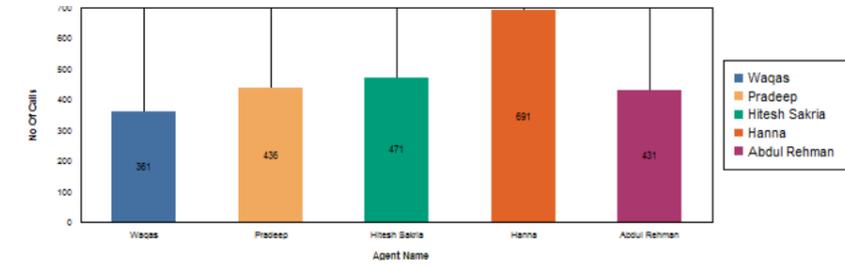


Shift	Calls Abandoned	<00:20	<00:30	<00:40	<00:50	<1:00	>1:00
Morning	58	37	12	6	0	0	3
Afternoon	44	28	9	3	0	0	4
Night	10	9	0	0	0	0	1

Shift	Calls Answered	<00:20	<00:30	<00:40	<00:50	<1:00	>1:00
Morning	2,142	1,884	86	49	31	23	68
Afternoon	1,508	1,339	47	30	18	9	64
Night	293	288	4	1	0	0	0

3 AGENT AVERAGE REPORT

Compares and provides graphical representation of Agents average Inbound and Outbound time based on date range selection.



Agent Name	Call Answered By Agent	Average Incoming Time	Break Instances	Average Break Time	Outgoing Calls	Average Outgoing Time
Waqas	443	0:00:50	17	0:14:02	361	0:00:54
Pradeep	478	0:00:50	25	0:46:47	436	0:00:51
Hitesh Sakria	552	0:00:57	40	0:14:25	471	0:00:48
Hanna	861	0:01:08	96	0:07:40	691	0:01:09
Abdul Rehman	820	0:00:41	150	0:22:17	431	0:00:55
Total Summary	3154				2390	

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AGENT OCCUPANCY

Real time updates with reports on agent occupancy time which includes

- i. Total Break Time
- ii. Hold Time
- iii. Talk Time
- iv. Login Time
- v. Available Time for the Day.

CONCORDIA Break Report 01/11/2017 To 30/11/2017							
Date	Login Time	Logout Time	Available Time	Talk Time	Hold Time	Break Time	Idle Time
Abdul Rehman							
01/11/2017	07:17:54	14:30:58	7:13:04	0:28:21	0:00:07	1:26:24	5:18:12
01/11/2017	14:31:12	17:29:20	2:58:08	0:03:23	0:00:01	1:21:02	1:33:42
02/11/2017	07:19:53	13:24:26	6:04:33	1:16:59	0:00:18	0:15:51	4:31:25
02/11/2017	13:29:27	17:30:41	4:01:14	0:13:58	0:00:01	2:26:59	1:20:16

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HOURLY REPORTS

Showcase the statistics of the call detail based on an hour.

CONCORDIA Hourly Report 08/12/2017 To 08/12/2017								
Date	Time	Calls Answered	Lost Call	Abandoned Calls	Outgoing Calls	Calls Transferred	Avg. Answer Time	Avg Wait Time
08/12/2017	0	1			1%		0:00:05	
08/12/2017	1				9			
08/12/2017	2							
08/12/2017	3							
08/12/2017	4							
08/12/2017	5	1					0:00:07	
08/12/2017	6	1			1		0:00:04	
08/12/2017	7	2			5		0:00:02	
08/12/2017	8	1			1		0:00:05	
08/12/2017	9	5			2		0:00:02	
08/12/2017	10	1			1		0:00:07	
08/12/2017	11	5			15		0:00:02	
08/12/2017	12							
08/12/2017	13	3					0:00:04	

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NON STAFF AND LOST CALL REPORTS

These reports show the lost calls and calls missed in absence of staff members.

CONCORDIA Lost Call Detail Report 01/11/2017 To 30/11/2017			
Date	Time	Number	Lost Time
01/11/2017			
01/11/2017	09:27:15	0562573752	0:01:29
01/11/2017	12:53:28	044276901	0:00:28
01/11/2017	12:54:12	044276901	0:00:30
01/11/2017	13:21:42	055524164	0:00:44
01/11/2017	14:34:55	045540033	0:01:40
01/11/2017	14:42:51	0555425638	0:01:42

CONCORDIA NonStaffed Call Detail Report 01/11/2017 To 27/11/2017			
Date	Time	Caller number	Received number
05/11/2017	11:38:52	0521054698	
Total Calls :		1	

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EMAIL ALERTS

Custom Reports are scheduled as an email for the automated reporting based on daily, weekly and monthly.

Template | Email Alert

Alert Settings

Report Template:

Mailing Start Date:

Mail To

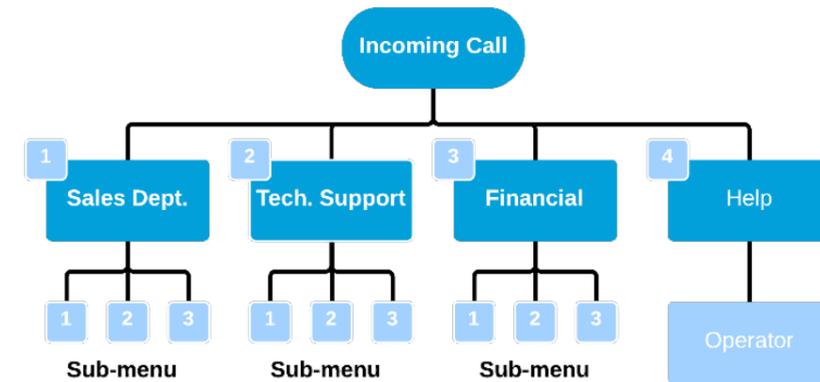
To:

CC:

BCC:

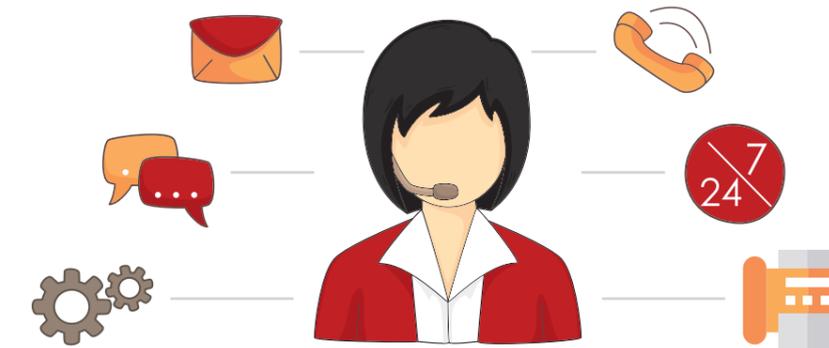
SNO	Template	Mail Start Date	Email To	Edit	Delete
1	Test-Summary	30/11/2017 21:07:00	ramnarayanan@imperiumapp.com	<input type="checkbox"/>	<input type="checkbox"/>
2	Test-Summary	21/11/2017 10:47:00	ramnarayanan@imperiumapp.com	<input type="checkbox"/>	<input type="checkbox"/>
3	Test-Summary	21/11/2017 18:00:00	farhan.syed@concordiadubai.com	<input type="checkbox"/>	<input type="checkbox"/>

STEP 3: ENHANCING AND CHANNELIZING WITH IVR



Concordia helpdesk received innumerable calls daily regarding minor and substantial queries. To answer each one and manually transfer them to respective technical departments meant a wastage of agents' time and resource. This trivial, yet pivotal matter was resolved by installing Imperium IVR into the Avaya system. The IVR systematically channelized the call flow for customer convenience and hence better efficiency.

CUSTOMER SATISFACTION



Concordia was surprised and relieved by how quickly Imperium resolved their matter which had been bothering them for years. They received superior installation service for their Avaya CCR from Imperium. In addition, our recommendation for the perfect customized reports in form for well-integrated Imperium CMS made us their one-stop technology solution provider. We contemplate long term correspondence with Concordia in future.

AVAYA

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our services.

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