



Microsoft

**atmsNetworkACD facilitates flexible call routing
for a globally accessible customer hotline**

Case Study

Company

Microsoft

Microsoft is the global market leader in software, services and Internet technologies for personal and business use. The company was founded in 1975 and today has a presence in over 100 countries. www.microsoft.com/austria/

Requirement

Microsoft Austria requires flexible and practical call routing options for its existing telephone system. Engineers, with different priorities, should be able to log into this system autonomously from a mobile or a landline using a PIN, thus making them available within the ACD group. Prioritization of the engineers should be very simple and possible without the need for training.

Existing Context

- No on-hold system present
- No prioritization of engineers
- No overview of or statistics on incoming calls
- No overflow option
- No intelligent network features
- Provider reacts to routing changes in more than 1 hour
- No automatic recognition of the origin and routing of calls

atmsSolution

atmsNetworkACD, a virtual telephone exchange within the atms network, enhances Microsoft Österreich's existing telephone system with numerous customer-oriented features. The new system can be operated easily and independently – at a reasonable cost – via the Internet. Incoming telephone calls are directly and automatically routed with pinpoint accuracy within the company – and this not only applies to calls from Austria, because the combination of a geographical fixed line number and a 00800 global freeline allows the processing of customer enquiries from all over the world. The service is further enhanced by a customised on-hold system and overflow routing options with a range of priorities.

Result

In line with Microsoft Österreich's stated requirements, engineers and field staff can now autonomously dial into the telephone system via the fixed line network or mobile networks using a PIN code and thus provide round-the-clock expert support to customers – regardless of geographical location. Prioritisation of engineers can be achieved with just a few clicks in a personalised online area via the atmsServicePortal. Comprehensive statistics on the system's performance can also be viewed here at all times.

“atms is a strong and reliable partner who has enabled us to improve our customer service by providing a globally accessible customer hotline. NetworkACD's extensive range of capabilities also made it possible to support our telephone customer service quickly and easily without having to invest in hardware.”

Alexander Ruzicka, Senior IT Manager of Microsoft Österreich GmbH / Austria and Hungary