



TEL24 GmbH

atmsNetworkACD facilitates flexible expansion of call centre capacity

Case Study

Company



TEL24 GmbH is an Austrian service provider which specialises in outsourcing in the area of customer service management and dialogue processing. Its Salzburg call centre handles a large number of inbound, outbound and back office processes for a variety of customers – for example order processing, product advice, customer satisfaction surveys or complaint handling. TEL24 GmbH was founded in 1997 as a subsidiary of the German company TETEL, and has been operating independently as an Austrian company since the beginning of 2008. www.tel24.at

Requirement

As in almost any call centre, TEL24 also experiences fluctuating call volumes, depending on the day of the week, time of the day and demand. At peak times, when three times as many calls are received as on average days, there are not enough agents available – this relates to both spatial and technical capacity. TEL24 was therefore looking for a solution that would allow it to deal with these peak times flexibly and cost-effectively, and in particular one that would allow the use of home agents without having to invest in an expensive new telephone system.

atmsSolution

With the atmsNetworkACD, TEL24 can now connect home agents to the existing telephone system at peak times, thereby optimising use of the call centre's capacity in a flexible and cost-effective way. The atmsNetworkACD – ACD stands for "Automatic Call Distribution" – is a virtual telephone exchange system within the public telephone network which is location-independent and does not require the customer to install any additional hardware.

The available TEL24 home agents can dial into the telephone system independently from a landline or mobile phone using a PIN code and receive customer enquiries. The surplus calls from the call centre are automatically captured by the atmsNetworkACD and forwarded to the logged-in home agents in a precisely controlled manner – this means that lost calls are a thing of the past, even at peak periods. The system can be conveniently controlled online at all times via the atms Service Portal, while comprehensive statistics make the calculation of home agent payments very straightforward.

"The solution provided by atms now allows us to control our call centre capacity very easily and flexibly. This even allows us to deal with particularly high call volumes while making us a reliable service partner for our customers. We know that our calls are in very safe hands in the atms network."

Markus Kugler, Managing Director and owner of TEL24 GmbH

