



Company: EOS Matrix
Industry: Financial
Location: Serbia, Belgrade
Number of employees: 122

The effect on business operations:

- Improving the quality of service and operational matrix solutions
- Reducing the workforce with better use of existing capacity
- Optimization of operating costs, monitoring and reporting



CHALLENGES

Implementation of IP telecommunication solution that will be able to:

- Establish a quality interconnection of server stations with working units;
- Serve up to 200 agents;
- Enable cost optimization calling;
- Segments the system into logical groups;
- The opportunity of monitoring and reporting.

Upgrading telecommunications solutions by setting up an advanced contact center enterprise system that would enable:

- maximum utilization of the working hours of the employee agent;
- Maximum utilization of resources provider;
- Quality monitoring agents

SOLUTION

Base telecommunication system is based on Cisco switches, as central Gigabit-nim to connect the major segments of the system, and the PoE switch-fathers for data transmission and power Cisco IP phones. Cisco router and enable communication with all service providers in Serbia and are the basis of cost optimization measures. The heart of the system is located on redundant servers Call Manager.

Contact Center Enterprise system proved to be the pragmatic choice, both because of its options to meet operational requirements, but also because of its technical roots shared by the already existing tele-communications base. This natural synergy has enabled easy and efficient practical implementation where in the record time production showed its soup-riornost, and the results confirmed the validity of the investment.

RESULTS

- ✓ Increasing agent productivity up to 300%
- ✓ Reducing the cost of calling to 5 times
- ✓ Quality Management by monitoring the conversation
- ✓ Segmentation voice & data traffic
- ✓ Provided secure communication and data available-sparkle

"We made the right choice because they have excellent equipment and a high level of professionalism confirmed as a good key to success. COM-4T has played a significant role in the development of our information system and thus contributed to our success "

*Milan Stojanovic
IT Manager, EOS Matrix Belgrade*