



Freebridge Community Housing Mitel MiContact Centre for Lync Deployment

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- MiContact Centre for Lync deployed for housing support contact centre
- Full staff training & go-live support
- Solution designed, implemented & maintained by Koris



Scenario

Freebridge Community Housing manages around 7,000 homes and 17 sheltered schemes in West Norfolk.

As part of a wider long-term upgrade of their communications infrastructure, Freebridge needed to upgrade their existing digital call-centre platform to a Unified Communications system to enable their call centre agents to deal with enquiries effectively.

Solution

Having already deployed Microsoft Lync to Freebridge's other internal departments, a solution involving Mitel's MiContact Centre for Lync was chosen to work alongside the Microsoft Lync platform.

After testing various Lync based contact centre solutions the Mitel solution came out on top for functionality and future-proofing. Systems Developer Tobie Fysh said that:

“ The software did everything we wanted to do in the demonstration, with a clear roadmap for future development. ”

“ MiContact Centre for Lync is a central part of our contact centre set-up. Since installing the new system we have come out on top of mystery caller tests between us and other housing associations in the region and seen a reduction in the average length of calls. ”

Dave Clements
ICT Business Partner, Freebridge
Community Housing

Results

Freebridge have realised a number of benefits on top of their already strong performance in serving their tenants through their contact centre.

The reporting functions of MiContact Centre have helped to improve performance amongst the contact centre team. The call statistics help to set benchmarks and identify areas where more training may be required for different team members.



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First Contact Manager Suzanne Berwick said:

“ The team like the reporting features as they can see how many calls they are taking compared to their colleagues. The status reporting also helps to identify where there may be training issues which has helped to improve performance. ”

Launch preparation

To prepare for the launch of Freebridge's new system, full user training was carried out alongside the technical preparation.

The night before launch, all lines were transferred to the MiContact Centre for Lync environment with testing carried out out-of-hours.

Go-live support was also provided with a Koris technician on-site ready to deal with any queries. Thanks to the intuitive nature of MiContact Centre for Lync, the contact centre staff were comfortable with the operation of the system within the first hour of lines opening.

MiContact Centre features

MiContact Centre for Lync brings a number of features into Freebridge's contact centre environment.

The web-based modules of MiContact Centre deliver rich functionality to fulfil the needs of agents and supervisors.

Mitel Ignite, a customised version of the Lync client, is the core to interface log in, view real-time statistics and manage customer interactions. Ignite's deep integration extends Lync presence states to make them specific to contact centre needs. Make Busy and Do Not Disturb codes are user-defined and reportable.

MiContact Centre Management enables supervisors to view and control real-time agent and queue activity. Customisable visual, auditory and email alarms immediately notify supervisors of any availability of performance issues.

MiContact Centre Reporting provides historical reporting, forecasting, lifecycle reporting and advanced data filtering and search capabilities. These tools enable supervisors to readily pinpoint problem areas, manage agent performance, and optimise the balance between the agents required and corporate service level objectives.

ServiceFirst

With a Koris ServiceFirst contract in place, Freebridge enjoys support for their contact centre with lead times tailored to their needs.

The service provided by Koris in the build up to and after the launch of Freebridge's new contact centre has ensured a successful project outcome.

Systems Developer Tobie Fysh sums up:

“ We have been pleased with the integration with Lync and the impact that the system has had in Freebridge. ”

To discuss MiContact Centre for Lync with Koris, call 0203 479 9000 or email info@koris.co.uk