



Crossroad's C2 Call Center deploys a Vuesion Contact Center solution to handle their dynamic call center across multiple states.

Challenge:

Multiple locations to be unified for routing, reporting, enhanced voice quality and centralized management.

Solution:

Vuesion Contact Center with skills-based routing, SIP voice, agent and supervisor software, screen pop, real-time wallboards and blended multichannel with a redundant configuration.

C2 manages call centers for healthcare services. They have round-the-clock services at eleven different sites, and agents at each site answering the phones, including skilled professionals such as nurses.

They were using a cloud-based company to run their calls through, but unfortunately, because of C2's location, their Internet bandwidth wasn't strong enough to handle all of the calls through an online platform. They needed a solution that could route calls through a phone system and wouldn't cause delays, static, or drop calls on customers.

Vuesion's robust feature set and flexible configuration helps ensure a better customer experience

C2 looked at several options, but they were all too pricey and Internet based. The company knew they needed to go with a phone option, and their Avaya Business partner recommended The Vuesion® Contact Center from BBX Technologies in conjunction with the Avaya® IP Office platform.

When C2 was reviewing BBX's solution, they found that the system had a robust feature set and was visually appealing – the dashboard showed which agents were available, it had comprehensive reporting, and BBX could develop a tailored solution specific to C2's workflow.

The product that C2 ended up selecting services their two redundant sites, with the main call center in Memphis, TN, and the redundant site in Oklahoma City, OK serving 11 locations.



“EVERYTHING THEY [BBX] DID WENT ABOVE AND BEYOND, AND SUITED OUR WORKFLOW.”



Robust blended multichannel offering

BBX worked with the Avaya channel partner to set up an Avaya IP Office platform for C2, with a Vuesion system that is configured with the skills-based routing engine, inbound module, VoIP call recording, multichannel email queueing, auto-outdial campaigns module, and database screen pop for agents. Vuesion also provided the high quality SIP voice to all agents.

Benefits:

Enhanced voice quality with Vuesion SIP voice. Centralized management, routing and reporting. Blended functionality with productivity enhancing user interface for agents and improved statistics, service levels and agent management for supervisors.

BBX's design, training and implementation process results in a smooth deployment.

Implementing the new system went extremely smoothly for C2. Because they had gone through the process of setting up a previous system, they knew which steps they needed to take. Once BBX's solution was in place, C2 found that their calls were clearer, the data that they were receiving was more in-depth, and they could pull detailed reports on call volume. C2's Della Miller, who has been with the company through the transition to BBX's product, has been extremely impressed with the system. "They really did a lot of tailoring for us – we needed a visual queue to show which nurse was logged in to take calls, and they custom created this for us. It was a feature we didn't expect to have, and it's been so helpful. Everything they did went above and beyond and suited our workflow."

Since the BBX system has been in place, the reaction from the C2 team has been very positive. It's easy for team members to log in, the calls are clear, they're able to route calls by priority, and they can match the right agent to the caller.

ABOUT BBX TECHNOLOGIES

Founded in 1996, BBX Technologies is a telecom software company providing all-in-one SIP enabled unified communications and enterprise contact center software applications. With extensive experience in telecom software engineering for contact centers, BBX Technologies delivers highly intuitive and sophisticated solutions that are simple to use. BBX Technologies is an agile market listener, striving to react quickly to customer needs and requirements to create value in the marketplace.



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