BBX TECHNOLOGIES

DELTA DENTAL®

Northeast Delta Dental Selects BBX Technologies' Vuesion Contact Center solution to handle their 740,000 clients.

Challenge:

Northeast Delta Dental had been using an add-on software program for their Avaya phone system. After one year of trying to make the system work, the company decided to switch to a more robust Contact Center.

Solution:

Vuesion Contact Center on Avaya IP Office Server Edition with agents, supervisors, 45 IVR channels, call reporting, skills-based routing in a dual-server redundant environment

Northeast Delta Dental provides dental insurance for companies and individuals. Their headquarters are in New Hampshire, and they service over 740,000 clients in Main, New Hampshire, and Vermont.

The company had been using an Avaya phone system for their contact center, with a call software package add-on from a specialized company. After a year of trying to make the software work, they decided to seek out a different software solution. Their criterion was a system that would work with their phone system, give them real-time feedback, and offer detailed reporting. Ideally, they wanted to get a new software system up and running as soon as possible, since they had already experienced so much downtime with their previous system.

Vuesion's robust feature set and easy to use interface makes Northeast Dental's decision easier.

The management of customer care at Northeast Delta Dental did market research to look for a new solution. They found BBX Technologies online and talked to the sales team at BBX to discuss their problem and explore if BBX might be able to offer the solution they needed. They discussed BBX's software package with their team and the Avaya Business partner Advizex. Northeast Delta Dental selected the Vuesion platform for its robust feature set, advanced reporting, easy to use interface and the solution had been deployed on Avaya systems for quite some time as an Avaya DevConnect tested solution.

> **" We loved working with BBX' sales team. They listened intently and explained exactly how they could accommodate our needs. They truly wanted to understand what our challenges were, and they came up with a solution that we were confident would fix our previous issues "**

Benefits:

BBX Technologies was able to provide a quick, yet thorough deployment .

The Vuesion Contact Center software is handling heavy call volumes, in a skills based routing environment.

The reporting is intuitive, easy to access, and provides advanced and accurate reports.

The agent and supervisor software is robust, easy to use and very helpful.

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

BBX got their software running up right away for Northeast Delta Dental's call center. The staff at Northeast Delta Dental was extremely pleased to see call center reports right away – after not having accurate reports for a year with the other vendor, this was an immediate benefit. Once Northeast Delta Dental could see their numbers and metrics, they were able to respond quickly in their call center practices, and they didn't feel like they were making changes without informed knowledge. "We loved working with BBX's sales team. They listened intently and explained exactly how they could accommodate our needs. They truly wanted to understand what our challenges were, and they came up with a solution that we were confident would fix our previous issues. The engineer assigned to our account has been incredibly responsive anytime we've needed assistance," said Erik Sobel, Director of IT at Northeast Delta Dental.

Better routing, better reporting and better customer support

BBX was able to get the new software up-and-running almost immediately, which was a huge relief to Northeast Delta Dental, since they had not had a fully functioning call center software program for over a year. Furthermore, the team was very pleased with the reporting capabilities that BBX's software gave them, and they were very happy with the customer support BBX provided.

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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For more information, visit **www.bbxtech.com**