ECHO-U
THE ART OF CONVERSATION

Hosted IP Telephony from Red Sky Simplifies International Call Centre for Echo-U Ltd

Solution Overview

- 600 Users
- 2 Sites
- Plug and Play Installation
- Fixed – Mobile Convergence
- Pre Pay and Contract Users
- Multiple Campaigns (DPD, LV.com, Go Compare)

Applications

- Uboss Self Service Portal
- Centralised Billing
- Shared Call Appearance
- Softphone Application
- Call Recordings
- Unity Supervisor
- Unity Agent
- Premium Call Centres

Technology

- Softphone – Smart UC One
- Geographically Numbers

Introduction

Echo U is the UK's leading contact centre in many sectors including e-gaming, government and technology, we pride ourselves on creating tailored solutions to suit your business needs, delivering excellent on-brand customer experience. We work with you every step of the way from bespoke strategy development to reporting on KPI's.

We recognise that our staff are our best asset and our team love engaging and building rapport with customers and ensure complete satisfaction by combining great communication with cutting-edge technology.

Our services include inbound and outbound call handling services and expertise, social media support and added value services including flexible overflow, disaster recovery, strategic consulting, insourcing and outsourcing. Find out more about who we are and what we do. Our head office, Echo-U North, is in the heart of Newcastle upon Tyne and we have a central office in Bournemouth – Echo-U South.

If you're looking for a customer service management company, contact us today – we'd love to discuss your customer service outsourcing needs.

Existing Infrastructure

Traditionally, Echo U used a NVM System and Xtralite softphone as a solution, with their main call centre ranging over 500 users for DPD, The functionality of their existing infrastructure proved to be very hard to manage live calls and also track historic calls, they also experienced a lot of dropped calls which didn't look well for them as customers. They didn't have any means to download reports for call statistics for there monthly reports.

Solution

Following on from a successful presentation and demonstration Echo U rolled out part of a Hosted VoIP Solution. They had to keep NVM system in place due to the requirement of DPD, however; Red Sky implemented a solution that would work along side NVM and also benefitting the customers needs. They are able to use the reporting system within the self-service portal as well as Unity to provide detailed analysis and statistics of all Call Queues and Agents.

Echo U use Smart UC One as a device across all users. This allows them to easily hot desk if needed and because all applications are desktop orientated, setup/ testing is deployed and easily and time within minutes.

There Supervisors user Unity Supervisor which allows them to monitor uses live activity, show them on a call and which call, as well as monitor there breaks and anytime when agents are not taking calls, Unity Supervisor also allows them to barge into active calls to listen in on them, this helps the supervisor make sure calls are being dealt with how they should and the correct information is given.

With the self-service portal, Echo U are able to change settings as and when they need to straight from the portal. This saves them a huge amount of time as they are able to action anything straight away, they also have to option to fall back on Red Sky, as we will provide support wherever needed.

As Mark & Steven sum up:

"Red Sky are always available for us should we need assistance with setup and to trouble shoot issues when they arise."

Summary

Mark Bonhame (IT Director) stated "We set Red Sky a difficult task, we were suffering from multiple issues and downtime with our old system, we weren't hitting our SLA's and it was a real problem for us, Red Sky said they could help and within 36 hours they deployed their system to over 350 users and the feedback has been fantastic. 30-day contracts allow us to scale up or down depending and this is vital as we gear up for busy periods in the year, mainly in the run up to Christmas.

Bonhame added "The UBoss / Unity system has been a life saver for Echo-U.

It has the flexibility and resilience we require to run several successful contracts at the same time.

RedSky are always available for us should we need assistance with setup and to trouble shoot issues when they arise."

Are you looking for a solution and a provider who are different from the rest, let us show you how we can help.

Get in touch …

Red Sky Unified Communications

Building 7, Queesnway North,
Queenspark, Team Valley,
Gateshead,
NE11 0QD

Tel: 0330 333 9293 | Web:
www.redskytelecom.com