

Key Highlights

- Inbound and outbound campaigns
- Homeworking business structure
- High levels of customer service
- CallScripter hosted service
- Agent flexibility
- Real-time or historical reporting
- Data security

Homeworker Outsourced Contact Centre

The Managing Director of this organisation, has over 20 year's experience working in successful corporate contact centres, and he was determined to break the mould when he set up his own business in 1996.

By offering virtual contact centre services to its clients, CallScripter's client has agents providing both inbound and outbound campaigns, from the comfort of their homes. The ethos behind this business was not just about saving on the overheads and infrastructure costs associated with a traditional contract centre, with all the agents under one roof, but to utilise homeworkers to their full capabilities.

Homeworkers provide the unique ability to match the agents to each individual client's requirements or demographics. For example, should a client require particular language skills, it is very straightforward to efficiently recruit and set up agents to work from home who can converse in that particular language.

Case Study

Outsourcing Contact Centre

The Business Need

This outsourcing contact centre is a network of agents, offering contact centre solutions to clients, but all the agents are based within their own homes.

Having identified a niche in the market for a virtual contact centre, the organisation needed to ensure that the correct systems and software were in place for the company to succeed.

Solutions

The company provides each agent with a broadband connection, PC and hard phone. Once installed into their homes, the agents simply log on to the dedicated CallScripter hosted service, via Internet Explorer.

They can then work on whichever campaigns they are assigned to, regardless of whether they are inbound or outbound.

Thanks to the extensive range of management modules within CallScripter, team leaders and managers can monitor agent performance in real-time or historical view.

All the data collected by the agents is stored centrally on the CallScripter server as opposed to the agent PC's, thus ensuring the same high levels of data security as a traditional contact centre.

Results

Commenting on the successful implementation of the CallScripter solution, a spokesperson for the client says: "Working in close partnership with CallScripter has enabled us to guarantee that we provide an outstanding level of service to our clients. In addition to this we can also ensure that our homeworkers have all the tools and information they require at the touch of a button. We have aggressive growth plans for the near future and the ease of implementation and simplicity of CallScripter will allow us to facilitate the rapid expansion that is predicted of our agent base"

To learn how CallScripter can improve your contact centre efficiencies, simply visit our website or give us a call on

CallScripter is a market leading provider of unified agent desktop, scripting and process optimisation software for the contact and customer service industry.

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