



HIGH CALL VOLUMES, HANDLED EFFICIENTLY

A SOLUTION FOR A BPO CONTACT CENTRE MANAGING ORDERS FOR A LARGE US PIZZA DELIVERY CHAIN.

- **300+ STORES | 140 AGENTS**
- **ALMOST 19600 CALLS MANAGED**
- **95-100% ANSWER RATES.**

CHALLENGE

Due to its high call volumes, even a 5-minute downtime can have a huge negative impact. Agents need tools to manage and wrap calls efficiently. Moreover, the Call Centre needs to seamlessly operate across geographies



THE SOLUTION

Enabling 100% Uptime

The pizza chain implemented Ozonetel CloudAgent solution, to seamlessly distribute calls to remote call centre agents. A dedicated server was added to ensure 100% uptime.

Drag & Drop IVR for Faster Personalisation

The stores operate in different time zones across the United States. This means that every time a new store is added, the IVR needs further customisation. Additionally, during holidays and weekends, the stores add additional seasonal greetings and messages.

Additional onboarding and training was provided to ensure the go-live was seamless, the team are now fully trained on managing their own IVR adds, moves & changes.

One-Click Dispositions

When every second counts, you need tools to supercharge efficiency, We created a custom screen-pop URL so that the team could view bookings across the company websites in one place. We also added a One-click Disposition option to enable agents to wrap their calls in 10 seconds or less.



About IstTek

As the specialist Contact Centre Distributor, IstTek bring new vendors with the latest technologies and our reseller partners together to drive business and improve customer experience. Our mission is to challenge and innovate how the channel works creating unparalleled value for vendors, resellers & the end customers.

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