

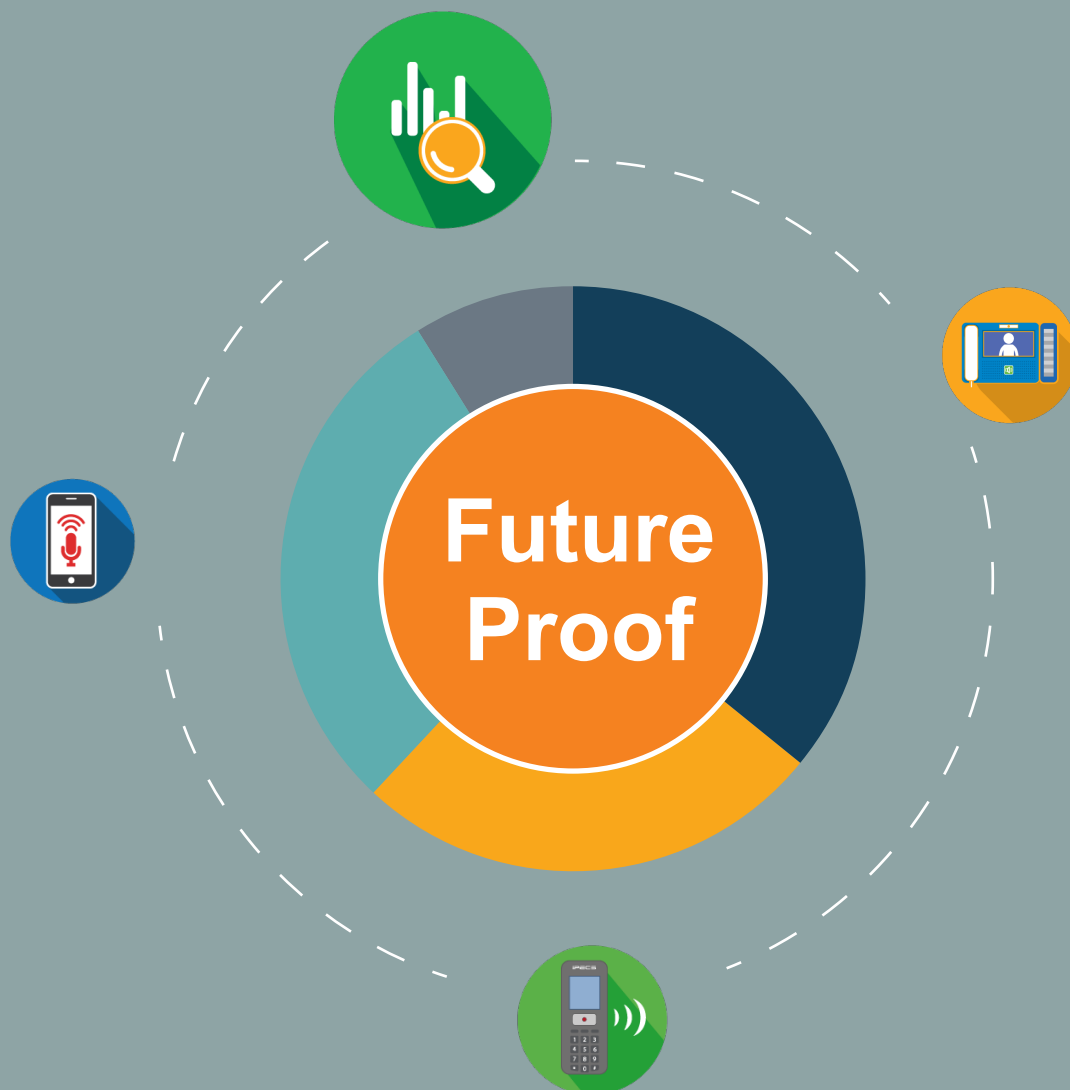
# UP

CASE STUDY

Services

“With the Ericsson-LG and Braxtel ContactQ System, we’re only really scratching the surface as there is a lot that they can do. The solution has transformed the way we work and will grow as the business grows.”

Peter Leach, IT Administrator at  
Keycare



# CASE STUDY



## The Customer

As a leading specialist in key recovery, Keycare have grown into a team of 50 and whether keys have been lost or stolen, Keycare provide a full service all day, everyday. With a UK based call centre, Keycare provide customers with support from real people at any time.

## The Challenge

- Limitations to call reporting, statistical analysis and clear visibility of calls, made it difficult for Keycare to monitor employee workflow and the quality and quantity of calls
- Limited access to the functionality of the phone system meant Keycare were required to use a third party supplier to make minor changes which proved a time consuming task
- Negative customer call experience caused by the lack of automatic call distribution functionality and interactive voice response

## The Solution

- iPECS UCP 100 solution, driving productive and efficient working regardless of location or device
- 70+ extension numbers and 38 easy to use LIP-9020 handsets
- Braxtel's ContactQ Contact Centre solution - an advanced call centre management tool
- ACD - call centre software to enable call routing and to queue calls efficiently
- Interactive Voice Response (IVR) - ideal for directing customers to the right department with voice
- Analytics and reporting giving clear visibility of inbound and outbound calls

## The Benefits

- ContactQ's call centre application delivered a customisable reporting suite giving Keycare the visibility on when customers call, enabling the adaption of processes and procedures
- Through the ACD agent, customers were connected to the best suited person improving the contact centre's efficiency and delivering a return on investment
- Through the interactive voice response feature, a customisable self service option meant callers queries can be answered without being put through to an agent
- 70+ telephone numbers each with their own greetings, call flows and statistical analysis
- The iPECS and Braxtel contact centre delivers a future proof system supporting the companies growth plans



Watch the video case study: <http://bit.ly/2qvRGgX>



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how we can help your business.

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