



CASE STUDY:

CITY FACILITIES MANAGEMENT

OVERVIEW

Facilities Management Services

CUSTOMER PROFILE

Florida-based maintenance service provider to US supermarket and grocery retail outlets.

GOALS

Required a comprehensive omni-channel contact center solution to enhance employee productivity.

SOLUTIONS

Enghouse Interactive
Communications Center, Quality Management Suite

BENEFITS

- User friendly, intuitive platform design allows employees to make full use of their time.
- Integration of Quality Management technology allows real-time review of best practise, further benefitting agent development.

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BACKGROUND

City Facilities Management is one of the world's leading facilities management companies and is the exclusive provider of facilities maintenance services for Southeastern Grocers ("SEG") which includes Winn-Dixie, Harvey's and Bi-Lo stores. City's first US subsidiary was established in 2016 to provide comprehensive maintenance services to one of the US' largest retailers in over 750 supermarkets, across 7 southeastern states.

As the management of complex, multi-site facilities presents many challenges, City tailors its services to meet specific customer needs, preferring to self-deliver, where possible, through dedicated technicians, supported and coordinated by a state of the art help desk. With the coordination and analysis of all aspects of City's services controlled through its technical help desk, the company recognized a need to make extensive changes to its legacy contact center environment to support this critical business function.

The current technology was beginning to impact productivity, marked by complex call routing and outdated, simplistic operator consoles. Agents lacked the ability to classify calls in a queue; when changes were made, the entire system had to be restarted. In addition, City was forced to archive call recordings and other data, which made it nearly impossible to generate reports for agent evaluation and quality assurance.

The company desired a self-contained contact center platform that included omni-channel communications, intelligent routing, and quality management, and which was also easy-to-use.

SOLUTION

- Communications Center
- Quality Management Suite

Among City's priorities was migrating to a VoIP telephony platform. Headquartered in Jacksonville, FL, hurricanes and severe weather mandated that agents had the flexibility to work remotely. Also of note, in Florida, employees are often required to speak Spanish with customers, making the ability to classify inbound contacts vital to service quality.

Deployed by over 4000 organizations across the world, Enghouse Interactive Communications Center is one of the most popular contact center solutions available today. Communications Center is a modular solution comprising multimedia contact center, attendant operator console, IVR, call recording, quality monitoring, and a range of additional components and integration tools. In addition, Communications Center works on leading IP Telephony platforms, including Avaya, Cisco, NEC and Microsoft, either on-premises or in hosted environments.

With Communications Center's Intelligent Routing and Multimedia Queuing, City contact center agents can classify, route, manage and measure all types of contacts using one workflow engine. Functionality that was previously only available for phone calls, such as skills-based routing and real-time reporting, can be applied to popular new media such as chat and social media. The seamless integration of Enghouse Interactive Quality Management Suite (QMS) provides the built-in Call Recording for interaction recording and live monitoring; Agent Evaluation for call scoring and agent coaching in contact centers; and Computer Recording for desktop recording and live monitoring. One of the most appealing features is QMS' Screen recording, which allows site managers to see what agents are doing during each customer interaction and review best practices. The Scorecard feature ties it all together (voice recording, screen recording, evaluation, etc.).

ROI & FUTURE OPPORTUNITIES

With all of these features and the overall ease-of-use combined, City has reduced their response time to under 11 seconds, picking up calls on the second ring.

Future plans with Enghouse are already in the works. The foundation of a highly functioning and feature-rich solution along with the tightly integrated portfolio of customer interaction applications has prompted City to take a further look into other Enghouse solutions. Right now, they are considering an expansion of their services nationally, and are currently focused on opening a completely new help desk somewhere else in North America. They are already servicing the largest grocer in the Southeast, but that still leaves room for expansion in the US, as there are a number of different grocers which do not overlap.

ABOUT ENGHOUSE INTERACTIVE

Enghouse Interactive's integrated suite of solutions includes multi-channel contact center, self-service, attendant operator consoles and workforce optimization. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and hybrid requirements.