



# Technology - PROVIDENCE staying ahead of the times

## NEW TELEPHONE SYSTEM – JITESH NANDA

Part of the PROVIDENCE value system is to apply the principles of continuous improvement to provide a world class service to all its stakeholders.

PROVIDENCE set up the Nortel Meridian call centre (CS-1000), earlier this year, which is one the most technologically advanced call centre systems in the world. The system runs on VoIP (Voice over Internet Protocol) which is the new age technology of telecommunications worldwide.

This new telephone system was set up to enable the customer care agents to provide a world class customer care experience. Business Connexion (BCX) was appointed as the Technical Partner to set up the new system.



## ADVANTAGES OVER THE PREVIOUS SYSTEM:

### 1.1 REPORTING

- Automatic weekly stats of total time available, total time on phone, calls lost, calls answered, average time for calls, average time to answer etc.
- Automatic generation of monthly telephone usage reports and sent by email to users.

### 1.2 MANAGEMENT

- Better control and customization of call routing and hunting. The system automatically shares the work load between all agents.
- Team leaders are able to monitor the current (live) and historical data to monitor the team performance.
- Calls are recorded to improve the Quality and high standard of service.
- Calls to wait in queue when all agents are busy.
- Physical office moves and any other system changes happen real-time with interactive software.

### 1.3 FUTURE PLANS

- The four main centres are to be linked - Durban, Leslie Williams, Welkom and Randfontein. This means that we would be able to speak to the centres as an internal call and dial extensions instead of the national Telkom number to speak to.
- Integration of the phone system with the current customer care computer system for additional features and stats.
- Activation of activity codes. Agents will no longer need to use spreadsheets to measure the query types. The system based on codes will automatically maintain the records of query types, hence improving the productivity and efficiency of all teams.
- Training of agents to improve and standardise the quality of calls and service to its callers.

Whilst it takes time to properly implement and integrate the new system, there has already been a significant improvement in all the teams in most areas since the reports have been available. Currently there are some technical issues which BCX is resolving but PROVIDENCE is excited and confident that the new system puts us in a better position to achieve the objective of World Class Service.

