Gexel Telecom International

Company Name: Gexel Telecom International; www.gexel.com

Location: Montreal, Canada

Customer business issues: Gexel Telecom's problem was related to their in-house application that was developed based on their simple needs at the time. Their client base evolved in a mater of months thus deciding to keep their focus on call center services and not developing call center applications. They required IVR with outbound blending and the ability to record calls. The Hermes.Net product provided them with the scripting tool that replaced their in-house basic front-end application.

Customer business type: Gexel Telecom specializes in supplying interactive customer relationship management to enterprises here in North America. Founded in 1998, they have set new standards for the multi-channel, customer service center domain. Their goal is to provide you with leading edge tools and applications to improve your customer interactions and increase client loyalty. Their technology combines the interactivity of the Internet and the flexibility of a wide range of communications methods.

Solution

Hermes.Net Standalone

HMP 3.0 Xmedia Server

Hermes.Net Scripter

Hermes.Net IVR

Vocalcom Media Center

4 sites using 550 agents

75% Inbound 25% Outbound/blended

Media: Telephone, email and Fax

Vocalcom differentiators: Gexel Telecom studied a wide range of other products prior to selecting Vocalcom as their preferred vendor. The key aspect was reliability, the fact that the system was feature rich and that this was a one-stop shop for their entire call center infrastructure.

Professional Services: Vocalcom provided installation, training and onsite assistance, to Gexel. Professional services included consulting to integrate with their legacy system databases.

Competition: Aspect, Interactive Intelligence, Avaya