

Company Name: Australian Credit and Finance (ACF);

www.creditandfinance.com.au

Location: Sydney, Manila

Customer Business: Australian Credit and Finance is a national Mortgage Broker group based in Sydney. Heavily focused on consumer marketing and lead generation, ACF has an outbound/inbound contact centre focusing on making contact with their leads in a quick and efficient manner in what is an extremely competitive industry.

- ⦿ 50 Agents
- ⦿ Blended Inbound / Outbound
- ⦿ Advanced Lead Routing and Management
- ⦿ Lead Prioritisation

Customer Challenge:

- ⦿ Required fully integrated solution with Salesforce
- ⦿ Required predictive outbound dialling, with blended inbound
- ⦿ Required "Smart" Dialling using Salesforce workflow rules.
- ⦿ Fast growth with rapid deployment and training
- ⦿ No other Vendor offered predictive dialling out of Australian Data Centers

Solution:

- ⦿ Vocalcom Salesforce Edition natively integrated with Salesforce
- ⦿ Outbound (Preview / Progressive / Predictive)
- ⦿ Inbound (IVR) – Using Salesforce Object lookup to route to most appropriate skilled agent for the call.
- ⦿ Blended Campaigns (Outbound / Inbound)
- ⦿ Custom Call File management (Triggered by Salesforce events)

Key Business Benefits

- ⦿ +132% increase in daily productivity per agent
- ⦿ +25% reduction in solution costs
- ⦿ +40% reduction in time to deploy new agent (training and implementation)
- ⦿ Ability to customise solution on the Salesforce platform
- ⦿ Single customer view (inside salesforce) of Email, Social and Call information
- ⦿ Integrated reporting with other Salesforce objects for single view

Vocalcom Salesforce Edition Differentiators: ACF studied a wide range of other products prior to selecting Vocalcom Salesforce Edition as their preferred vendor. The key aspect was reliability, the fact that the system was feature rich and that this was an all-encompassing solution for their entire call centre needs all within Salesforce.

Quality Connex is an experienced contact centre organization with a consulting lead approach, driven by the consulting practice which ensures all elements from technical to operational is covered in all stages of deployment

"After a few false starts with other vendors, the team at Vocalcom and local distributor Quality Connex have been great in helping us get up and running. We've been able to truly streamline our contact centre (inbound and outbound) with a simple data model all sitting inside Salesforce. All the call data sits on the lead object so is visible, and we the Quality Connex team have worked with us to implement custom workflows that have allowed us to automate a large part of our process. Highly recommended"

Managing Director: David Hyman - ACF

About Quality Connex: Quality Connex is a cloud software and consulting organization that transforms the way businesses connect to their customers. Customer experience is at the forefront in all the solutions that we deliver. We believe, a better agent experience leads to better customer experience.

'Services' are a means of delivering value to customers. Customer service therefore is concerned with performing acts that will benefit customers in a way that will encourage them to continue using the service. The provision of quality support services, together with high levels of availability and performance are achieved through an appropriate mix of people, process, strategies, technology and support partnerships

Quality Connex prides itself in delivering exceptional service in all areas. The Contact Centre technology unit is key to the above statement.

A long-lasting and sustainable relationship is developed between service providers and customers where the service delivered is proactive and evolves as needed.

Visit: www.qualityconnex.com and www.vocalcom.com