Telogiks adopted Mida Solutions to implement GENBAND NuViA

Yorkville University needs stimulated the interaction between Genband UC Cloud system and Mida eFramework UC App Suite

Business challenge

Agents and advisors in larger universities, particularly during intake season, sometimes have challenges managing high volumes of calls. Their goals are to meet the needs of current and new students who may be looking for registration information, important campus updates or financial aid information.

To meet the needs of each student, whether they may be looking for information about the upcoming school term, or seeking registration information, operators are to keep a high satisfaction level by providing them with information and responding to their calls in a timely manner.

In the case of **Yorkville University** in Canada, their needs were the following:

1. Efficiently manage high call volumes during the intake seasons
2. Measure the results through reports

Executive Summary

Description:
Mida Solutions web attendant console addresses the need of scalability, reliability and ease of installation combining ubiquitous web access and accessibility for visually impaired operators.

Deployment facts:
- More than 40 operators;

Business Challenge:
Ensure a simple but complete working station to all the workers; guarantee centralized service management without requiring PC client software installation.

Solution:
- Mida eFramework Operator Console

Solution

Yorkville University adopted a **Telogiks** solution. This involved using **Genband's Nuvia** as Unified Communication cloud platform and in adding some specific services thanks to **Mida eFramework** UC App Suite. The added services included a Queue Manager and an Attendant Console.

Mida eFramework is specifically designed to simplify agents and advisors' work by improving efficiency and accessibility. Through the Queue Manager, it is possible to manage multiple calls at the same time handle them in a chronological order. All incoming calls, before reaching the main operator, can be handled by a set of pre-recorded messages guiding the caller and providing information on branch office opening hours. The call queueing system is centralized but offers local access for supervisors to customize their messages, holiday hours and hours of operation depending on their location.

The operators can easily work thanks to the simple and immediate interface of the Attendant Console, which enables them to see all incoming calls, available colleagues and busy ones, park a call and check the college directory.

The overall solution is cost effective; end users and supervisors can locally manage their dedicated options leaving the central ICT department to handle only the core activities that are more relevant for ensuring the service remains operational.

Business Results

IMPROVED IT EFFICIENCY: Centralized management with no PC installations; all services delivered can be managed through a centralized web interface, reducing costs of deployment and administration.

IMPROVED EFFICACY: Agents and advisors can handle multiple calls at the same time using a simple and integrated view of presence, directory, list of calls, memos, speed dials, etc. Thanks to the complete view of a user's presence status, calls can be transferred when colleagues are available, reducing dramatically missed calls. Users can handle incoming and outgoing communications efficiently leveraging on a shared company directory of internal and external contacts.

IMPROVED QUALITY OF SERVICE: Operators handle calls knowing the identity of the other party in advance. This allows them to handle a call more professionally by setting the right priorities and acting accordingly. This is then perceived as a higher quality of service by callers and people dealing with the company.

The mentioned project has been delivered by

More information

To find out more about Mida Solutions applications go to www.midasolutions.com or call us at: +39 049 760 185

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