

CASE STUDY:

ISGF



CLIENT PROFILE

I.S.G.F. Informes Comerciales S.L. is a specialized company in providing information's and support about credit, debt collections to the finance areas.



INDUSTRY

FINANCIALS
www.ISGF.es

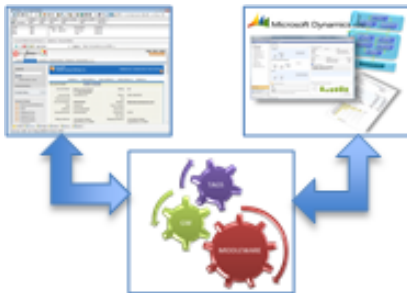
BUSINESS NEEDS

Due to the company growth, it is necessary to optimize the current way to get in contact with customers. The target is to reduce the process to get in touch with customers and at the same time, improve the agents resources management.

RESULTS

I.S.G.F. offers now, with this service, the following benefits:

- Service improvement, the customer will be asked fewer questions and will notice a faster and more effective service.
- The number of contacts increases.
- The service's effectiveness percentage increases.
- Agents availability.



I.S.G.F. OPTIMIZES THEIR CUSTOMER SERVICE INFRASTRUCTURE THROUGH A VOICE PORTAL SOLUTIONS.

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SOLUTION

The solutions implemented by Plusnet allow ISGF agents contacting lists of customers via Plusnet Dialling Solution. Once the customer has been contacted, the call is transferred to the Voice Portal that will inform the customer, through the speech server solution and the voice portal developed applications, their current debt information and the available choices. Web services applications were developed to get customers debt information from BBDD and present this info using Text To Speech features.

Thus, we improve the customer contact process and we take away agents' effort, allowing them to manage their resources in a better way

SOFTWARE & SERVICES

- *Avaya Voice Portal /Experience Portal*
- *Nuance ASR/TTS*
- *Application development based OnVoice Portal.*
- *PlusNet Dialer (Progressive dialing)*
- *Maintenance Service Support.*



ABOUT US:

Today, PlusNet Solutions is a leader in the customer communications industry, providing the world's best solutions in Unified Communications, Business Process Management and Analytics.

For more information, please visit us at: www.plusnetsolutions.com