

| BPO USE CASE |

+ 1 415 813 2100
ENGAGE@OZONETEL.COM
OZONETEL.COM

HIGH CALL VOLUMES, HANDLED EFFICIENTLY

A SOLUTION FOR A BPO MANAGING ORDERS
FOR A LARGE US PIZZA DELIVERY CHAIN.

- **300+ STORES | 140 AGENTS**
- **ALMOST 19600 CALLS MANAGED**
- **95-100% ANSWER RATES.**

CHALLENGE

Due to its high call volumes, even a 5-minute downtime can have a huge negative impact. Agents need tools to manage and wrap calls efficiently. Moreover, the Call Center needs to seamlessly operate across geographies.

SOLUTION

Enabling 100% Uptime

The pizza chain uses the Ozonetel CloudAgent— cloud call center solution, to seamlessly distribute calls to remote call center agents. We added a dedicated server to ensure 100% uptime.

Drag & Drop IVR for Faster Personalization

The pizza brand stores operate in different time zones across the United States. This means that every time a new store is added, you need to customize the IVR. Additionally, during holidays and weekends, the stores might want some additional season greetings and messages. For the first two months, Ozonetel acted like a managed call center for the pizza chain. Every IVR was created and managed by our team. And eventually, we transitioned the team to a self-service IVR. They can use the drag and drop interface to create a new IVR or edit the current IVR —without any help from their IT teams.

One-Click Dispositions

When every second counts, you need tools to supercharge efficiency. We created a Custom Screen-pop URL so that the team could view bookings across the company websites in one place. We also added a One-click Disposition option to enable agents to wrap their calls in 10 seconds or less.

WHY OZONETEL?

- Stable environment, 100% Uptime.
- Easy to scale up or down. Cost-effective pricing.
- Remote working made simple.
- Customized Self-Service IVR for enhanced customer experience.
- Agent Efficiency Stepped-up.
- Seamless Work From Home transition.
- 80-90% agent utilization and 95-100% answer rates on inbound.