

Case Study – Professional Services Firm

Overview

As a global organization and recognized as one of the Big 5 Firms, this firm provides industry-focused assurance, tax and advisory services for public and private clients in:

- Corporate accountability;
- Risk management;
- Structuring and mergers and acquisitions; and
- Performance and process improvement.

In Australia the firm provides services to approximately 90% of the ASX Listed Top 100 Companies and 70% of the IBIS Top 1000 companies. In addition, they also service the Government Sector at Federal and State levels. With offices located across Australia, they employ more than 5,000 people.

Requirement

Because of a highly successful long term relationship with NEC and positive experience gained from using CTI's hot desk (hotelling) solution, the customer sought additional support from NEC and CTI to enhance operator productivity and improve customer service levels.

The customer wished to utilise the existing Lotus Notes directory and out-of-office notification facility to assist the switchboard operators, and were seeking to improve staff communication by extending Lotus Notes with telephony features.

Solution

IAC consoles were installed with directory integration to Lotus Notes. The out-of-office notification information from Lotus Notes appears in the IAC itinerary screen.

CTI Dial-It was also installed providing:

- Busy lamp field (real-time extension status) for the operators;
- CTI Dial-It Dashboard application for the professional and support staff with integration to the Lotus Notes directory. Dashboard gives CLI/ANI based incoming call display as well as missed call, dialled number and answered call history; and
- The CTI Dial-It client library was used to add click-and-dial capability from within Lotus Notes.

Results

After successfully introducing this solution along with customisation and staff training the client has experienced improved operator productivity and enhanced staff communications. This has reduced the length of time to handle a call and with better call management the professional image of the firm has improved. Testimony to the client's satisfaction is that the firm has committed to implement the solution in their other major city offices (Melbourne, Brisbane, Adelaide and Perth) over the next 12 months.