

Aramex Case Study

In seeking to double the capacity of its call centers to handle live calls, Aramex began looking for a completely customized solution to automate dial-up for daily customer deliveries list.

Solution

The solution came from Emerging Technologies with an automated dial-out application incorporated with Aramex's back end database and its various other applications. Beginning once the customer picks up the call, the dial-out application makes sure they are seamlessly connected to an open agent and that the customer's information automatically appears on that agent's computer screen. The automated dial-out application also ensures an agent will always be available when a dial-out is performed. The application also drops all dead and busy tones and no-answer calls. And all performance and productivity reports are automatically routed to the call centers managers.

Benefits to ARAMEX

By ensuring agents handle only live calls, agent efficiency increases

Elimination of human dialing errors assures 100% accuracy

Proactive contact and delivery of bank product means greater customer satisfaction

Better delivery with faster dial-out and increased customer contact

Increased productivity through better use of agent's time, maximum deliveries and less need for extra trips

Reduced operational costs