

FMG started with using *ComputerTalk ice<sup>3</sup>* in 2002. They have since upgraded to *Center ice* with full VOIP and now *iceOFFice* as IP-PBX and *iceBAR* with Microsoft OCS.

## The Challenge

- Provide a fully resilient 24/7 contact centre for largest fleet breakdown and vehicle management Company in the UK. Over 350 agents

## The Solution

- Multiple server solution over multiple sites provides client with a reliable and resilient solution. Fully VOIP enabled allows flexibility of access, home and remote working with agent presence visibility across locations.
- CTI screen pop with caller details and current location triangulated from cell phone
- Other features utilized:
  - Skills based routing for most effective call handling
  - Voicemails and callbacks in queue
  - Email queuing
  - Full Disaster Recovery solution

## The Result

- High flexibility – agents can log on from any location during busy periods
- Skills based routing allows complex contacts to be handled by right agent first time
- CTI reduces call length and errors
- Reporting and real-time monitoring dramatically increases contact center efficiency