



Client C

Large complex contact centre, improving resiliency, communication benefits including multimedia contact centre with the ability to record calls.

Client C is a leading housing provider managing over 14,000 homes across 33 local authorities. At their head office they handle all the requests for repairs and rent payments through a voice only call centre running on an old Avaya Communication Manager that was 10 years old. Client C had been looking at bringing other communication methods to their customer service area as well as call recording. They decided to look at other solutions in the market place as the Avaya was at the end of its life.

The IT department carried out a long and detailed investigation in to solutions that would meet their future needs. These included a multimedia contact centre providing communication options for web chat, email, SMS and voice. Call recording for all agents and some back-office staff. A cloud based location independent solution with improved reliability. Softphone option to remove the need for a handset. All the application need to work within a Citrix environment.

A tender was issued for solutions that would deliver all the requirements set out by Client C. Unicomm were successful and awarded the contract.

The solution proposed and installed by Unicomm was based on the Mitel MiCloud Business platform. This was a highly resilient solution with duplicate servers for all applications.

Most of the users at Client C did not require a handset and instead use the Mitel MiCollaboration Softphone on their Citrix terminal, PC or lap top. For the more mobile users they also have use of the Mitel Mobile Client on their company provided Samsung mobiles.

In the customer services area the Mitel Multimedia Contact Centre improved all communications for tenants. They can now use web chat, email or voice to book service and repair calls and an automated payment service. All calls are now being recorded. The customer service managers now have very detailed information on the performance of the entire department with improved reporting and wall board information.

As part of the Mitel MiCollaboration suite of products Client C now also has a full featured in house audio and web conferencing bridge that is also provide significant cost savings when compared to the outsourced platform they were using.

Get in touch

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