



# Telan Hipe Flores Telan Associates

## Client Profile

**Customer Name:** Telan Hipe Flores Telan Associates

**Industry:** BPO

**Location:** Manila, Philippines

**Challenge:**

- Relied on slow, manual processes
- Were using mobile phones and landlines which decreased efficiency
- Data collection on paper was highly inefficient
- They missed customer callback requests
- Low agent performance
- Needed to automate processes

**Solution:**

- Automated dialing processes and improved collections
- Automation streamlined collections and reminder calls
- Increased efficiency of agents and boost in productivity
- Eliminated reliance on paperwork
- Enabled phone agent, cost-effective routing, and campaign-to-campaign call transfer
- Easy-to-use UI helped agents serve customers better

## Introduction

**Telan Hipe Flores Telan Associates** is a leading call center running outsourced processes of domestic banks and telecom companies. They call bank customer and remind them of dues to their credit card payments. They have multiple branches to cover domestic market for connecting states and cities. Telan Associate has received the Best Call Center awards from many banks over years. They are also offering the complete services expected of a Law firm.

## The Business Challenge

Telan Associate runs processes for banks like calling the bank's customers to remind them of credit card payment dues. They were using mobile phones and manual calling through landline phones to call the customers. Their processes were all being handled on paper instead of being digital. As a result, Telan Associate missed customer callback requests and had low agent performance. They could not increase productivity unless they automated their communication processes.

## Solutions Delivered

Telan Associate implemented the all-in-one CIM solution, AMEYO, and experienced 0% reliance on paperwork. The multi-feature solution improved Telan's productivity and efficiency. The contact center implemented AMEYO CRM with around 50 custom fields per bank. AMEYO enabled phone agent, cost-effective routing (GSM, E1, and FXO), as well as campaign-to-campaign call transfer facilities. The Predictive Dialer feature was a primary requirement for banks and AMEYO delivered a robust solution.

## Results and Value Add-on

AMEYO's facilities enabled Telan to service customer requests for banks. Manual dialing and data gathering was eliminated and it made the agents' jobs easier. They now focus on improving the quality of calls and generate more leads. AMEYO also adhered to standard network security which is controlled via network firewall.



“ Telan agents were manually dialing out to customers, reminding them about their dues and payments. This was not efficient and agents missed out on callback requests and it delayed due dates further. We also relied on paperwork to gather information but printing customer information forms was tough. All these issues were addressed by AMEYO. The solution has increased efficiency of agents and boosted productivity. Automation has helped us streamline our processes and made it easy for agents. Telan agents are equipped with auto dialers, a robust CRM, and easy lead generation tools. ”

**Mr. Norman**

CEO and Owner

Telan Associate

The solution beat out competition like VICIDIAL to deliver Telan's goals. It countered low productivity with complete automation. While only voice processes have been implemented now, Telan looks to include SMS blast facility, telecom processes, and more banks on the AMEYO platform. Telan Associate also wants centralization of their multiple branches.

### About Ameyo

AMEYO is the flagship solution from Drishti for complete CIM. It has been designed to add value to the businesses and pave way for a structured growth. AMEYO customers enjoy significant increase in efficiency levels, reduction in operational costs, flexibility, consistent user experience and a demonstrable ROI.

## Our Customers

Our customers are our assets and we cater to them to our utmost ability; always striving to satisfy them with our commitment and endeavor.



## Awards & Appreciation

