

Telerain Inc.

Client Profile

Customer Name: Telerain Inc,

Industry: BPO

Location: Quezon City, Philippines

Challenge:

- Lack in management of complex business communications
- Low customer satisfaction levels
- Absence of proper call handling
- Lack of accurate and customizable reports
- Lack of multi-site architecture implementation and control centralization

Solution:

- Central solution for multi-site architecture
- Voice Logger to monitor agents
- Agents have tools like voice, chat, SMS, e-mail, and internet fax
- Provided mail integration and customized CRM
- Customized reports to monitor quality, productivity, and efficiency of business

Introduction

Telerain is an upcoming contact center in the Philippines and aims to be one of the leaders in the region. Their aim is to enhance customer service with the ultimate goal of heightened customer satisfaction through the use of advanced technology to automate processes. Telerain constantly works towards ensuring the customer's queries and needs are met with efficient agent interaction.

The Business Challenge

Telerain was looking for a solution to take care of its inbound services which also involved the management of complex business communications simultaneously. The hosted solution that they were using earlier was not completely reliable. The challenges included security concerns, loss of control in the event of a glitch, limitations in flexibility, unstable cost structure, and integration issues. All these challenges affected the business adversely and Telerain needed a reliable solution to counter the issues.

In addition to these drawbacks, they were facing challenges in their customer service relations and wanted to improve the customer satisfaction levels. They wanted a solution which would help them register, monitor, and answer all incoming queries. There was also a lack of full reporting, multi-site architecture implementation, control centralization, inaccurate quality reports, and the earlier solution was not flexible to address their specific business requirements.

Solutions Delivered

The AMEYO solution was deployed to improve the inbound process. It helped the agents use advanced features and productivity tools like voice, chat, SMS, e-mail, and internet fax. The solution acted as a central setup to manage Telerain's multi-site operations. To address Telerain's needs and requirements AMEYO deployed IVR, ACD, voice recording, and Reportika. Features like voice mail integration, customized reports, and customized CRM seamlessly integrated with Telerain's operations to heighten the level of customer service. The reliability of the premise-based AMEYO solution ensured that the operation was up and running all the time and the business did not face any downtime.

“ Telerain has clients all over the world and increasing our efficiency would help us service customers better. We chose AMEYO over the limitations of the open source solution as AMEYO is reliable, flexible, and robust. The accurate reports helped us monitor agent productivity and tracked business goals and key metrics. ”

Sameer Bhagat

Director of Technology

Telerain

Results and Value Add-On

AMEYO proved to be the correct and reliable solution for Telerain. It addressed all their incoming customer service needs and allowed them to generate customized and accurate reports which helped them monitor agent efficiency. They could easily assess their overall quality and productivity. The solution also provided the requisite security to their data and business apart from stability. AMEYO solved all of their business challenges, and ensured multiple ways to keep the customers satisfied.

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

