



DESIGNING A MODERN CALL CENTER EXPERIENCE TO IMPROVE EFFICIENCY AND CUT COSTS



Overview

A leading technical skills training provider with over 20 campuses had transitioned desk workers to Microsoft Teams however, their call center ran on a premise-based PBX.

Situation

To modernize the call center, the client's team planned to integrate it with Teams for a unified solution. In consultation with Bridgepointe, they recognized that this approach would result in a lack of resiliency and flexibility, hindering the agents' efficiency and customization abilities.

Solution

Based on a deep analysis of the client requirements conducted by Bridgepointe, a short list of potential CCaaS solutions was provided for consideration. Ultimately, the client chose Dialpad based on its user experience and comprehensive reporting capabilities.

Dialpad's solution was particularly appealing as it allowed the agents to operate more efficiently using a technology that resonated with the younger demographic of the client's workforce.

Results

The implementation of Dialpad at the technical school resulted in a transformative change in their call center operations. Features such as AI-powered digital chatbots and advanced agent workforce capabilities through their partnership with PlayVox have enabled the school to provide more intelligent, conversational experiences for customer self-service and augmented agent success, helping them find better answers faster.

Overall results have been very positive, leading to enhanced operational efficiency and improved customer service while meeting the organization's budgetary requirements.

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