

# Keycare



## The Customer

As a leading specialist in key recovery, Keycare have grown into a team of 50 and whether keys have been lost or stolen, Keycare provide a full service all day, everyday. With a UK based call centre, Keycare provide customers with support from real people at any time.



## The Challenge

- Limitations to call reporting and statistical analysis made it difficult for Keycare to monitor employee workflow and the quality and quantity of calls
- Without clear visibility of calls it was difficult to implement a better customer service experience
- Limited access to the functionality of the phone system meant Keycare were required to use a third party supplier to make minor changes which proved a time consuming task
- Negative customer call experience caused by the lack of automatic call distribution functionality and interactive voice response



## The Solution

- UCP 100
- 70+ extension numbers
- 38 x LIP-9020 handsets
- Braxtels ContactQ Contact Centre solution
- ACD
- IVR
- Analytics and reporting



## The Benefits

- ContactQs call centre application delivered a customisable reporting suite giving Keycare the visibility on why and when customers call, enabling the adaption of processes and procedures
- Through the ACD agent customers were connected to the best suited person improving the contact centres efficiency and delivering a return on investment
- Through the interactive voice response feature, a customisable self service option meant callers queries can be answered without being put through to an agent
- 70 + telephone numbers each with their own greetings, call flows and statistical analysis
- The iPECS and Braxtel contact centre delivers a future proof system supporting the companies growth plans

“ With the Ericsson-LG and Braxtel ContactQ System, we're only really scratching the surface as there is a lot that they can do. The solution has transformed the way we work and will grow as the business grows.”

Peter Leach, IT Administrator at Keycare