



Case Study: Contact Center Crisis Intervention

Solved IVR integration problem causing repeated failures in contact center system

“The InTech team has great technical skills, and even more importantly, their teamwork and customer service are fantastic.”

Head, Connectivity Services,
Global Communications
Company

Client

Leading financial institution

Situation

Working with the product vendors and manufacturers, the client had been trying for 6 months to integrate an IVR system into its contact center environment. Repeated attempts to make it work had resulted in crashing the 24x7 contact center, negatively affecting the bank’s customers and its reputation. InTech was called upon to find the problem no one else had been able to solve.

Solution

InTech responded in SWAT-team fashion, performing a holistic but fast review of all systems, networks and servers (not only the contact center and IVR systems), developing detailed drawings of how things worked. The InTech team methodically matched every system implementation step against the manufacturer’s specifications and definitions, identifying some that were not compliant. InTech developed a thorough step-by-step implementation process, complete with detailed drawings, for all parties involved (manufacturers, vendors, client) and managed the integration, which worked flawlessly. There was no contact center downtime, because the integration work was performed during low-load windows and all calls were handled by extra PBX and ACD devices that InTech discovered during its site review. InTech also took advantage of the service window to fix unrelated systems errors uncovered by the analysis that—while not creating problems in the present—would create problems in the future with defined upcoming manufacturer software changes.

Results

The system was stabilized and the integration project completed without service interruption. The InTech team’s understanding of how all the parts work together and their ability to quickly grasp the big picture allowed them to identify problems where product specialists operating in functional silos could not. The secondary system developed to handle the load during the system repair work is still being used by the client today as a standby system. The system stabilization allowed the client to move beyond crisis management and focus on planning contact center expansion.

About InTech

InTech is an independent global communications consultancy offering high-value managed services enhanced by 25 years of consulting expertise. InTech’s Managed Services for Voice and Data are distinguished by high-touch customer service, worldwide resources, continuous process improvement, and consistent client communications. Our Consulting Services align communications with business strategy and processes by designing innovative technical solutions that make people, products and technology work better.

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