Sharma Analytics
DATA INTO INFORMATION

OUR WORK: **CALL CENTER STANDUP**

We implement cloud-based call centers for clients that need to field hundreds to thousands of calls a day. Modern call center technology does not require proprietary equipment and can be operational within weeks rather than months.

OUR PROCESS

→ Needs assessment for physical space, equipment and call volume

→ Complexity to capacity system matching

→ Design inbound call flows (IVR) that allows callers to self-service

→ Install physical equipment (networking, PCs)

→ Customer call center software to needs

→ Train staff to use new workstations

→ Integrate call center software with customer databases

→ Tailor reporting to assist management with assessment and planning

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PROJECT SPOTLIGHT ▶ ## FLEET SCHEDULING & DISPATCH

ISSUE: An energy efficiency firm conducts commercial and residential energy audits. The inbound call volume from customers scheduling appointments was too much for their office staff to handle on traditional phones.

SOLUTION: We installed a cloud-based call center solution and retrained customer service staff to use the new system. We automated appointment reminders to reduce live outbound calls. For the first time, managers could see common call center metrics such as first call resolution percentage, customer satisfaction and average call time.

✔ **We reduced staffing needs by 40% while increasing customer satisfaction.**