



QDegrees Switched To Matrix Telecom Solutions For Enhancing Customer Care Solutions.

Case Study

CUSTOMER

QDegrees

INDUSTRY

Corporate

LOCATION

Jaipur, India

MATRIX PARTNER

DNR Enterprises

CHALLENGES

- Audit Response Time of Call Centers
- Access Multiple Numbers from Same Device
- Switch to Latest Communication Technology
- Continuous Communication Process
- Access of Call Management Features from Handheld Terminals

SOLUTION

- ETERNITY GENX12SAC - the Unified Communication Server for Modern Enterprises
- VARTA Professional License for Easy Access of Call Management Features
- NX DBM VOCODER64 for Availing VOIP Connectivity
- Remote Management of the Communication Solution

RESULTS

- Conveniently Audit Call Center Response Time
- Minimal Downtime
- Reduction in Telephony Costs



For companies belonging to the services industry, customer satisfaction drives success. Such companies run call centers to address the grievances and gain feedbacks of the customers. There are some firms that create reports by collecting data regarding the performance of the call center executives. The auditing companies often require latest technological solutions to monitor the performance of executives on different parameters.

INTRODUCTION

QDegrees, located in Jaipur, is one of the leading companies offering insight into the quality of customer care solutions. The company holds expertise in providing analysis reports of companies belonging to the domains of KPO, BPO, field operations and market research.

The company got a project of monitoring the quality of services offered by all the call center executives of leading mobile network operators. To avoid any discrepancies in the data, QDegrees employees themselves made the calls posing as customers. To ensure that calls land on different agent's extension number every single time, the employees had to call from different numbers.

Since, their requirement was distinct they were looking for a solution that is based on the latest technology. They scouted the whole market to find an apt solution for their needs. After considering the capabilities of different products, they opted for Matrix Telecom solutions.

The company employees are satisfied with the product performance. Now, employees can call with different numbers from the same device.

CHALLENGES

The main aim of the companies was to calculate response time of the call center agents working for famous mobile network operators. They wanted to judge the way agents handled customers' queries. Since the call centers had an arrangement of keeping track of all the calling numbers, the auditing company wanted that every time calls were made through a different number.

The company owners knew that making calls is a tedious process, especially through phones. Furthermore, with the Analog phones, access of PBX features also gets limited. Therefore, the chairperson was keen to invest in a more convenient and easily accessible calling option. Being a pioneer solution provider company, the owners also wanted to leverage advantages of the latest communication technology.

SOLUTION

The experienced team of engineers at Matrix and DNR Enterprises studied all the requirements of **QDegrees** and tailored a solution with:

ETERNITY GENX12SAC: Unified Communication Server for Modern Enterprises

The company's need of switching to the latest technology was sufficed with Matrix SARVAM UCS. The rugged platform combined with intelligent software offered experience of UC features. The single solution offered benefits of VOIP and GSM connectivity.

Web based Centralized Management

Matrix Unified Communication solution offers centralized management, enabling the IT administrator to maintain and monitor performance of the system, irrespective of the location. The intuitive interface for system management ensured minimum downtime.

VARTA Professional License to Access PBX Features from Laptop/Smartphones

The VARTA Professional License improved dialing ease of employees by allowing them to attend their extension from their laptop or smartphones. The license offered features such as Call Forward, Call Mute, Call Transfer, Audio Conference and Video Call from the handheld terminals. Access of all the intelligent call management features boosted productivity and accelerated the auditing process.

RESULTS

Improved Convenience of the Entire Audit Process

Easy access of the call management features from laptop/PC or Android/iOS based smartphone while retaining the existing dialing habit made the process of continuous calling an easy feat.

Minimal Downtime

Web based management of the communication platform ensured least downtime and negligible communication breaks.

ABOUT MATRIX

Established in 1991, Matrix is a leader in providing Security and Telecom solutions for business organizations of all sizes and industries. As a technology-driven organization, Matrix is committed to keeping pace with the revolutions in Video Surveillance, Access Control, Time-Attendance, and Telecom applications.

With around 40% of its human resources dedicated to research and developing new products, all Matrix products are entirely researched, designed, and manufactured in India.

All Matrix products are feature-rich, reliable, and conform to national and international standards like CE, FCC, BIS, TEC, UL, and more. With exports to 50+ countries, Matrix has won the trust of 1 million+ customers.

Matrix has ISO 27001: 2013, 20000-1 2018, 14001- 2015, 9001: 2015 certifications for quality management standards. We have also been awarded ZED Quality Certification, and DSIR Certification for indigenous R&D and Manufacturing to name a few.

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