

## *HPA Group Helps Our Customers Succeed*



### **Improved Call Routing**

#### **Business Situation**

Call allocation between two customer service centers was not leveraging available call center agents and causing longer answer times than desired. The process required constant manual adjustment to the call control tables in an effort to sustain performance. Additionally, calls were being manually transferred between the two centers to compensate for agent availability increasing communications costs.

#### **Action**

Implemented a Cisco Geotel/ICM system to route calls to any available agent based on the 800 number called by the customer. This project leveraged Xerox internal resources and outside vendors to build a combined CTI system. This included integration of the two centers ACDs with servers that monitor each center's performance that is communicated to a central server using signaling with AT&T to route the call. HPA provided the system architecture and project management for our client.

#### **Results**

Our approach saved over \$100K from the original budget for this project. Calls are now automatically routed to the next available agent across both centers reducing customer wait times and eliminating the need for manual balancing of call loads between the two centers. Elimination of dedicated transfer lines saved an additional \$150K annually.

#### **Working with HPA**

“This is really excellent work, I and the entire team are extremely appreciative of the quality of this output and the speed of delivery!!”  
.... Xerox TeleNetwork Competency Center Manager