CODE

Customer Success Story

Bellevue is a city located in the Eastside region of King County, Washington, United States, across Lake Washington from Seattle. It is the fifth largest city in Washington, with a population of more than 130,000, the high-tech and retail center of the Eastside, with a skyline of gleaming high-rises.

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Kevin Craig, Network Systems Administrator
City of Bellevue

QUICK VIEW

Market: Local Government
Location: Washington State, USA
Infrastructure: Lync 2013
Lync Users: 1,000
Lync RG Agents: 275
Solution: UC Analytics, UC Analytics +

THE CHALLENGE

The City of Bellevue deployed Lync 2013 as its communications platform to 1,000 users including 275 agents using the Response Group functionality available. As heavy users of Response Groups they required real-time visibility of performance ensuring call handling times were at an acceptable level. A full Contact Center solution would be overkill for the basic wall boards and supporting required.

Broader reporting and visibility was also required across the entire 1,000 users to ensure consumption of the available technologies driving user adoption and the overall performance of Lync 2013.

THE SOUTION

Following a comprehensive review of the marketplace, UC Analytics was selected due to its powerful and flexible reporting capabilities coupled with its intuitive and user friendly interface.

As a cost effective alternative to Contact Center software UC Analytics + was included in the solution due to the real time wall boards allowing pro-active monitoring and management of the Response Groups.

Applications Used

UC Analytics
UC Analytics +

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UC Analytics has given The City of Bellevue a means to monitor real-time Response Group statistics and the ability to get historical call data on both response groups and individual users.

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CUSTOMER COMMENT

"UC Analytics has given The City of Bellevue a means to monitor real-time Response Group statistics and the ability to get historical call data on both response groups and individual users. The Response Group Dashboard has allowed supervisors in several department including Utilities, IT, Permitting to better respond to periods of high call volume by viewing agent availability, abandoned calls, and number of calls in queue all in real-time. Reports can also be automatically generated at the end of each month giving supervisors historical data on their response groups and individual agents. The flexibility to UCA's reports has allowed us to fill call reporting needs that had been missing in the past. One such report was the ability to view how many calls were transferred to each department as a whole in our organization over a specific time period. Data that has helped them address both performance baseline and how that relates to staffing needs."

Kevin Craig, Network Systems Administrator, City of Bellevue

ABOUT US

Code is a technology company specialising in analytics and reporting for Unified Communications. We have previous experience in delivering some of the largest call management projects to have been implemented and have applied this knowledge to Code resulting in a refreshingly innovative company with a wealth of experience.

As a company our purpose is to assist organisations who use Skype4Business in maximising their investment in Unified Communications. We also strive with our partners to become a trusted and valued part of their eco-system.

We have installations in 5 continents ranging from SME's to multi-national global enterprises.

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