

**Nick Gatt,
Director of IT, SSAFA**

About SSAFA:

SSAFA is the UK's one of the oldest national tri-service military charities established in 1885, a complex organisation with 300 employees and over 4500 volunteers. Volunteers are based all around the UK and across Europe, providing local casework services to veterans, their families and those who might still be serving. SSAFA support the MoD and is contracted to run key services, such as family support and social work services across the RAF, with a presence on most bases. Further to this SSAFA runs an adoption service that is not bound by Local Authority borders. This service has meant it is possible for serving people/families, who are often moved around the UK (or further afield) by Command, to adopt.

SSAFA approached Code Software towards the end of 2020 and has been using Clobba since January 2021 to help support their Forcesline service, which is a helpline for those serving, those who have served, or their families.

Case study: SSAFA

Challenges before Clobba:

With a reliance on Microsoft Teams since the pandemic began, it was only a matter of time before telephony with Teams was explored. Teams telephony by itself was OK but complex features like auto attendants and queues meant that key information was missing when compared to the incumbent on-prem Avaya telephony platform and reporting system that people were used to – a bit like driving a car blindfolded.

When the Covid-19 pandemic hit, the Forcesline team simply had their office phones forwarded to their mobiles.

Solution:



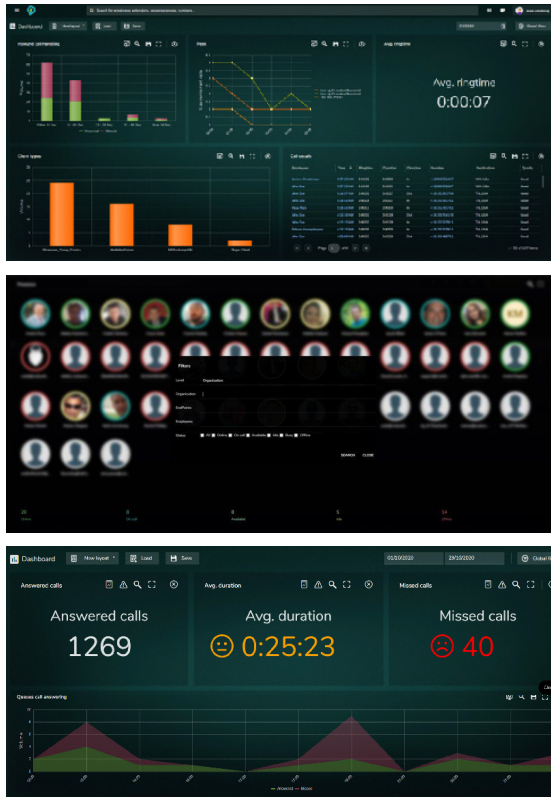
Simple to use, Clobba delivers valuable insights into your UC platform's performance and productivity. It drives user adoption and increases user experience whilst helping to reduce costs and improve efficiencies. The emphasis is on quick, easy access to relevant information and the automation of many of the reporting tasks.

It technically meant that beneficiaries could be supported, however, as a business continuity plan it was not perfect. There was no insight into call volumes, and it was a manual change every day to remove people from the call queues as they decompressed or had days off.

Deploying Clobba meant SSAFA could manage this new way of working and delivered insight into how Teams was being utilised more broadly within the organisation.



Clobba RT's live call wallboards, historical dashboards, and supporting reports let you view and monitor agents and queues in real time.



Result:

Clobba has enabled Forcesline to monitor in real time how many calls were being presented vs agents available vs missed calls. With the incumbent Avaya on-prem system, a TV screen provided the team and their supervisor with real time data to ensure beneficiary need was being met in a timely fashion. Clobba essentially replicated that in the cloud and delivered it via a web page.

Forcesline are now able to monitor incoming calls, how many are missed or abandoned regardless of the geographic dispersion of team members. The Forcesline supervisor can ensure the right balance of people are manning the phone lines instead of running blind.

Favourite Feature

Real-time dashboard and dashboard trend over time. We can mirror – and even improve upon – the previous reporting system for the Avaya platform.

“Up until now, the foray into Teams telephony and queues was a proof of concept. The addition of the Clobba RT service has now proven the concept for full cloud telephony. And after a number of small pilots, the business has now approved the decommissioning of on-prem telephony and a full move to Teams telephony.”

About Code Software

Code operates through a global network of 50+ strategic partners, and serve 3,000+ customers, from SMEs to the largest global organizations. Like our partners and customers, we work collaboratively and effectively across borders and time zones. Our HQ is in Gloucestershire in the UK, and we have two other busy offices in the US and Romania.

Other testimonials

“We run over 140 call-management reports on a regular basis, and have forgotten how we managed before Clobba. Our investment paid off in bare weeks.”

Vicente Fraser, CIO
London School of Business and Finance

“The perfect choice for us. We now have clear visibility of call quality, user adoption and employee productivity within our [UC environment].”

Frederik Christiansen,
Group IT Operations Manager,
EET Group

“A good choice. The dashboard is particularly useful for getting a quick look at both quality and volume metrics, and can be filtered to focus on specific sites or on the global deployment.”

David Abosch,
IT Project Manager, Subsea 7

Who we are

UC has revolutionized working practices around the world, bringing new ways of communicating and collaborating. To make a success of this new way of working organizations need robust and adaptable reporting and management tools. Code has been producing UC productivity solutions since 2013 and reports on over 500,000 UC users.

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We use our expertise to develop innovative reporting, analytical, and management software to help you unlock efficiencies and extract business insights for your UC.

Code's suite of software assists in managing multiple elements of your Unified Communication environment.

- **Clobba** - reporting and analytics for UC
- **Clobba DM** - inventory and device management for headsets from EPOS, Jabra and Poly
- **Clobba RT** - real-time and historical reporting and wallboards for MS Teams Call Queues and Auto Attendants and SfB Response Groups
- **Clobba VR** - simple and cost-effective call recording for Teams and SfB
- **Clobba RM** - DID number and range management solution
- **Clobba CM** - delivering governance, adoption and productivity stats for organizations using Microsoft Teams
- **Clobba QM** - local management and configuration of Teams Call Queues Auto Attendance
- **Clobba Go** - Free reporting and analytics for organizations with up to 100 MS Teams users

With offices in the UK, US and Romania we operate through a global network of 150+ partners and have installations across five continents, ranging from SMEs to the largest global enterprises. We pride ourselves in delivering the

CLOBBA

CLOBBA **DM**
DEVICE MANAGER

CLOBBA **RT**
REAL TIME

CLOBBA **VR**
VOICE RECORDER

CLOBBA **RM**
RANGE MANAGER

CLOBBA **CM**
COLLAB MANAGER

CLOBBA **QM**
QUEUE MANAGER

CLOBBA **GO**

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