

The enterprise-grade mobile agent app offers seamless user experience to reduce call handling time further by 20-25%

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The Coronavirus has shaken up the entire service industry as the ongoing lockdown from Mumbai to Manila has daunted even the mightiest of global firms. The Call Centre & the BPO's are especially facing the heat as they never expected a situation where everything will come to a halt. In such a scenario, the work-from-home contact center is the only viable option. To enable contact centers to operate remotely, the government of India has extended the relaxed connectivity norms for work from home till July 31.

Work-from-home contact center solutions require a radical shift from legacy solutions as follows:

- Establishing Governance in Operations and IT: With remote teams, uncontrolled infrastructure - problem identification is needed to monitor and diagnose the root cause for resolution
- Ensuring Data Security: BYOD brings in security-related challenges especially when you are dealing with customers data
- Providing Superior Call Quality (example WhatsApp): Organization need to ensure the quality of calls even on low network connectivity
- Flexible Deployment Models like Cloud, Hybrid, or On-premise
- Shorter Implementation Time to minimize customer service disruptions

Considering the demand & need for a viable solution, Ameyo, an Omnichannel Customer Engagement Technology provider, came up with their innovative WFH solutions that enable firms to run secure enterprise-grade contact centers within a Mobile application.

Big firms like Hero Housing Finance, HDFC ERGO General Insurance, Shriram Life Insurance, Edelweiss,

Aegon Life Insurance, BankBazaar, BYJU'S, DishTV, and many other firms are using Ameyo's software solutions to meet their operational requirements. For instance, BYJU's moved 7,000+ agents to WFH using a combination of Ameyo's VPN & Mobile App solutions to address their use cases of new acquisition and customer service. HDFC has also moved over 7,000+ agents to WFH while BankBazaar has reduced customer handling time by 50% using Ameyo's contact center solutions.

On the success of Ameyo's WFH Solutions, Sachin Bhatia, Co-founder, and Global Sales & Marketing Head, Ameyo says "Contact Centers are going to be very important to enable Contactless onboarding, Service, Collections. Ameyo has responded fast to enable its customers to achieve remote governance in operations and IT at the contact centers with unique work from home solutions and an industry-first mobile app."

Ameyo is offering WFH solutions in three categories i.e Ameyo Mobile Agent App (For Smartphones), Ameyo Phone Agent (For Feature Phones), and Laptop based Call Center Solution via VPN Support. Their phone applications, especially, have enabled firms to overcome the dependency on laptops, and these applications also support both 4G & GSM network connectivity which is a big plus for carrying out operations in remote areas.

The enterprise-grade secured app supports productivity enhancement features like team collaboration, floating call widgets along with an easy to use responsive interface which reduces call handling time further by 20-25%. It even allows Supervisors to snoop, barge, or get into conference calls with agents just like they used to do in a normal working scenario. The platform also prevents agents from recording the calls or taking screenshots and provides in-depth reporting across 15 parameters for the IT team to diagnose the root cause of bad quality calls. The app also enables omnichannel support for agents to respond to customer queries over email, call, and chat (webchat & WhatsApp).

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