

Route 101 help registered charity Teign Housing move their interaction handling to the cloud - whilst empowering their advisors to work remotely.



About Teign Housing:

A registered social landlord responsible for over 3,600 properties, Teign Housing manages homes across South Devon, from Dartmoor National Park to Newton Abbot, Teignmouth, and Dawlish.

The team work closely with residents and partners to raise the standard of housing services, provide opportunities and develop thriving communities in the local area.



What we delivered:

- Remote working for home-based customer service advisors using browser-based platform.
- Unified desktop for improved UX and easy information surfacing across channels.
- Quality assurance applications with live monitoring, recording and payment compliance.
- Direct Routing so advisors can make and receive calls using Microsoft Teams for a more joined-up front and back office experience.

The Challenge:

As the COVID-19 pandemic forced organisations to pivot to remote working at speed, Teign Housing needed a way for its customer service advisors to respond to enquiries from home. Whilst the existing telephony and applications infrastructure offered some degree of flexible working, advisors couldn't handle all interaction channels and struggled to juggle multiple applications and windows.

The inherent complexities of the existing platforms, and the inability to quickly surface information from multiple siloed applications, meant that Teign Housing were struggling to meet their service goals.

The Solution:

Teign Housing needed a platform that would present their advisors with a single interface through which they could handle phone calls, emails, and web chat. The business approached Route 101, and after some initial discovery work, our team proposed market-leading omnichannel cloud contact centre platform – **NICE inContact CXone**.

Rapid deployment, improved reliability & accessible homeworking.

By replacing their on-premise infrastructure with a platform based in the cloud, Teign Housing benefit from the 99.99% reliability associated with a public cloud service. The solution was delivered in just a couple of weeks and it's easy for home-based customer service advisors to access the applications they need through a web browser.

Utilising this location-agnostic solution, advisors can handle the full omnichannel workflow, and view live reports and dashboards, with just a headset and a web browser - whilst supervisors retain full visibility of interactions end to end.



Easy management and reporting.

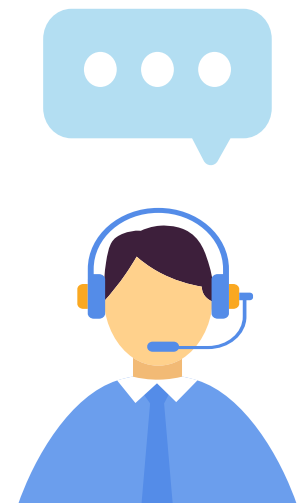
By bringing all channels into a single, unified desktop, the CXone platform also makes it easy for Teign Housing to measure advisor performance against KPIs.

The streamlined management and reporting applications included with CXone makes it easier and quicker for managers to view performance across all customer interaction channels – with early warning triggers and call quality monitoring tools.

Better advisor and customer experience.

Customer service advisors don't have to switch between dashboards to view and track customer issues – instead, they've got a full customer-centric view of all interactions with a unified desktop.

Advisors can use the most appropriate channel to address customer issues, handle rent payment services in a compliant way, and easily find information so they can focus on delivering a brilliant customer experience.



Maintaining existing infrastructure:

Route 101 have made it simple for Teign Housing to retain the current on-premise telephony platform which continues to operate the back-office telephony function, whilst all customer-facing communications are now managed by the CXone platform.



Teign Housing benefit from:

Simple and immediate enablement of remote working with no infrastructure requirements beyond a standard web-browser and headset.

Single, unified desktop for omnichannel interactions across telephony, email, and web chat.

Greater efficiency through automated skills-based routing tools – improving first contact resolution.

Improved CX - greater flexibility and choice for residents with faster, more personalised service.

Better advisor experiences through the provision of best-in-class technology to make it easy for home-based advisors to do their jobs.

Actionable, centralised reporting and analytics tools.

“Route 101 was able to react very quickly. Over the course of a few days they carried out several web meetings with our stakeholders from IT and Operations to fully understand our requirements. After this our project group received a web-based demonstration of the CXone platform.”

“The project team felt that CXone was the best cloud omnichannel solution they had seen. Route 101 also aligned a project manager and we were given advice regarding possible ways to deploy the service in phases, so that our core challenges could be resolved in just a few days by giving our advisors the ability to handle calls, email and chat using only a browser and headset. The CXone platform meets our needs for home working, compliance and enables us to improve our service to residents.”

Karen Johnson, Head of People and Technology, Teign Housing



Creating a joined-up front and back office experience.

Route 101 have made it extremely easy for Teign Housing to improve communication and collaboration across their contact centre.

Advisors can now make and receive calls from within Microsoft Teams, seamlessly routing calls through **Gamma Direct Routing** into the NICE inContact CXone platform for a completely cohesive experience.



With the new CXone/Microsoft Teams integration, Teign Housing benefit from:

Single user interface for contact centre and telephony NICE inContact is certified by Microsoft and allows customer service advisors glance to see presence of Teams telephony users and click to dial them.

New ability to maintain service levels by turning to informal advisors throughout the business to handle customer calls if/when inbound traffic spikes unexpectedly.

Reduced risk migration: Route 101 and Gamma provided a managed migration away from the legacy PBX to Microsoft Teams direct routing, supported by a full project management service and out of hours porting.

Integration between the NICE inContact CXone platform and Teign Housing's Civica CRM makes it much easier for advisors to surface information and serve their customers. Advisors will be presented with the customer record when they receive an inbound call.

Cost effectiveness: Route 101 and Gamma offered more inclusive minutes at a highly competitive price per user per month.

Reliability, security, and peace of mind: engineered at network level by Microsoft and Gamma working in partnership, Route 101's solution offers carrier-grade reliability so every interaction is safeguarded and delivered over a secure connection.

About Route 101:

Route 101 is a leading cloud service integrator, providing hosted and true cloud telecommunications and contact centre solutions.

A supplier to worldwide organisations, Route 101 specialises in the implementation and support of true cloud transformation solutions, having built strong relationships with global vendors. Named Managed Service Provider of the Year in the UK Cloud Awards and Reseller of the Year in the National Technology Awards, Route 101 works tirelessly to deliver exceptional standards of support to their customers. The quality of the solutions they offer, the strength of their partner and customer relationships, and their emphasis on quality service means Route 101 continues to act as a disruptor within the mid-enterprise space.

Route 101 can help you to quickly implement flexible remote work policies across the contact centre, whilst maintaining continuity for agents and customers. Whether you're looking to deploy agents in work-from-home environments within 48 hours, or quickly implement flexible work policies across the wider business, Route 101 will work with you as a trusted advisor to ensure your solutions meet requirements and help your business to stay connected.

Visit our website at www.route101.com

About NICE inContact:

NICE inContact works with organizations of all sizes to create extraordinary and trustworthy customer experiences that create deeper brand loyalty and relationships that last.

With NICE inContact CXone™, the industry's most complete cloud customer experience platform, we combine best-in-class Customer Analytics, Omnichannel Routing, Workforce Optimization, Automation and Artificial Intelligence, all on an Open Cloud Foundation to help any company transform every single customer interaction.

Our customer-centric expert services, innovative software, extensive ecosystem of valuable partnerships, and over a decade of global experience can help you transform every experience and customer relationship for lasting results.

NICE inContact is recognized as a market leader by the leading industry analyst firms.

About Gamma:

Gamma is a leading supplier of Unified Communications as a Service (UCaaS) in the UK, German, Spanish and Dutch business markets. It is AIM listed and employs 1450 people.

With a range of UCaaS, Mobile and Connectivity services, Gamma provides robust and secure solutions that enable organisations to communicate, collaborate and offer a better customer experience.

Gamma's largest market is in the UK where the company's network-based services are supplied to SME, Public Sector and Enterprise markets through a network of 1000+ channel partners and its own direct sales and support capabilities. In addition, Gamma owns Exactive, a Unified Communications specialist and Microsoft Teams Voice Partner.

Gamma focuses its family of businesses on digital automation, delivering UCaaS services to SME customers largely via a network of channel partners.