

Contact Centre

Who are Cisilion's Contact Centre clients?

Primary Care Trust

The PCT use Cisco's Unified Contact Centre Enterprise system to provide a 24 Hour service to GP's, Acute Hospitals and Mental Health organisations based across the Area. In addition to providing an IT Help Desk for the local Health Informatics Service the high availability system is used by a number of GP practices to allow patients to contact them. Out of Hours the system provides a "near 999" service to GP patients. 75 Agents spread over four sites handle about 100,000 calls per month.

NHS Shared Services

A 25 agent Unified Contact Centre Express (UCCX) system based in Suffolk is used by the IT helpdesk to provide: A Service Desk for NHS IT users in Suffolk, Support for NHS users across the UK on a national application and Out of Hours service to Local GP's. The system handles about 6,000 calls per month



Insurance Company

This company is a general UK insurer offering a range of insurance products for individuals and small to medium sized businesses. They have an 87 Agent UCCX solution that handles both inbound and outbound calls to/from the 2,000 intermediaries that provide their insurance.



Marketing Company

The Company are market leaders providing outsourced direct marketing to enterprises such as Nokia and Ford. The 75 Agent UCCX solution which is split across 2 sites, supports inbound and outbound calls to the general public. The call volume varies depending on the number of campaigns being run but can be up to 16,000 calls per month.

The system was used as part of the national Contact Centre supporting BBC "Children in Need 2010".

Bank

The Bank operates the largest multi-currency cash settlement system in the world to eliminate settlement risk in the foreign exchange market. They have 3 UCCX systems in London, New York and Tokyo. The 20 agent system is used to manage and report on calls associated with foreign exchange. The Agents work 6 shifts to provide 24 support for their customer base. The system handles about 1,600 high value calls per month.



Non-Profit Organisation

The organisation an international exams group. They have three exam boards and are a not-for-profit organisation. A 75 Agent UCCX system is used as a key part of their Customer Contact Strategy, allowing both Exam Centres and Examiners to easily interface with the organisation. The call flow through the system varies due to seasonal nature of their business with call volumes peaking at about 2,500 calls per day.

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Traffic Information Service

The organisation is a unique partnership between the Government and engineering consultants.



Cisilion have provided an IPFX Contact Centre running on a Cisco Unified Communication Manager platform. The IPFX system is used to route calls from the emergency telephones at the side of Motorways and major trunk roads to the Operations centre. The system operates 24 hours a day 7 days a week. The call volume is usually quite light handling about 80 calls per day, but during a recent "Snow event" the system successfully handled over 1,000 calls in a 24 hour period.

Primary Care Trust

The organisation is a local NHS provider in a London Borough. Its aim is to improve the health of local people by planning and paying for healthcare services in the area. In addition to providing an IT service desk for the local NHS the 25 Agent UCCX system is used to provide a number of services to the local community including; a Health Line, Emergency line, for example Bird Flu, and an Out of Hours service for GP's. The system handles about 9,000 calls per month.

Medical Company

The Company is a leading pharmacy benefit manager (PBM) providing mail order pharmacy operations to health insurance companies and their members. They are



one of the market leaders in the USA and have recently entered the UK market. The system based in Northampton initially has 8 Agents on a UCCX platform who handle about 14,000 calls per month. The company expects their business to expand very quickly in the UK so the UCCX system has been designed to support rapid expansion.

The Bottom Line

We have helped a number of clients;

- ✓ **Improve customer experience**
- ✓ **Decrease call abandonment**
- ✓ **Improve agent efficiency**
- ✓ **Cut costs**
- ✓ **Maximise the value of every customer contact**