

Vodafone

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Vodafone is one of the largest telecom operators in India with more than 50 million customers in 16 different circles across India.

Vodafone has been one of the earliest adopters of Self Service Technologies and much of the billing and recharge related traffic has been shifted to the Self Service channel. However the sheer number of customers walking into their branches and the desire to provide better Customer Service prompted Vodafone to consider Q Management Systems.

Opti-Q at Vodafone is linked to the enterprise wide CRM Solution. The moment a customer walks into a Vodafone store & keys in his mobile number Opti-Q fetches the complete history of the customers past transactions through other interfaces including IVR, via the web or contact centers.

The entire history of the past transaction is displayed to the CSE (Customer Service Executive) The CSE is thus better prepared to anticipate his needs and frame his responses before the face to face meeting with the customer.

Benefits

Opti-Q considerably reduces the 'Wait times of the customers' while efficiently distributing the workload amongst the CSE's. Moreover the CRM integration gives Vodafone a wealth of information and pinpoint areas for improvement.

- Improve employee productivity
- Identify service bottlenecks
- Optimize workforce



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About Intellvisions and Opti-Q

Intellvisions is a leading provider of self-service technologies.

Since 1994, Intellvisions has been committed to developing innovative solutions that help global organizations achieve their most important objectives... generating more revenues while increasing operational efficiency and reducing transaction costs. We serve the most demanding customers known for setting the highest benchmarks in customer service.

Our products stand out for their innovative engineering, long-term value and our proven ability to solve business problems of our customers using imagination and insight. They are built on the foundation of our long-established industry knowledge in image processing, control electronics and system engineering capabilities. They reflect the creativity of our diverse team of product designers and software specialists.

Organizations in over 11 countries rely on Intellvisions to drive up their operational efficiency, enhance the security of transactions while reducing transaction costs taking their business to a new level of competitive advantage.

Opti-Q is a complete branch analytics system that not only manages customer queues in real-time but also provides the management real-time access to performance metrics like customer wait time, average service time and employee efficiency. It provides banks and retail institutions a complete branch transformation tool to prioritize services for their VIP customers while providing them a convenient method to cross sell and up sell their products to waiting customers.

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