

CUSTOMER STORY

talkdesk® | glintt

Use Case
Customer Service

Industry
Information Technology
and Services

Integration
API

Key Metric
83% ↑
Answered Calls



Challenge

Glantt, Global Intelligent Technologies, needed an improved contact center solution to better serve the more than 200 hospitals and clinics and 2,500 pharmacies that use their solutions providing End User and Application Support services 24/7. Glantt sought faster response times, more insight into agent workflow and a cloud solution that would benefit their remote workforce.



Solution

Glantt deployed Talkdesk Enterprise Contact Center Platform in April 2018 for 100 agents in two contact centers in Portugal plus a dozen number remote workers. It chose Talkdesk because it offered faster responses, a cloud-based solution and strong reporting functions on contact center agent workflow.



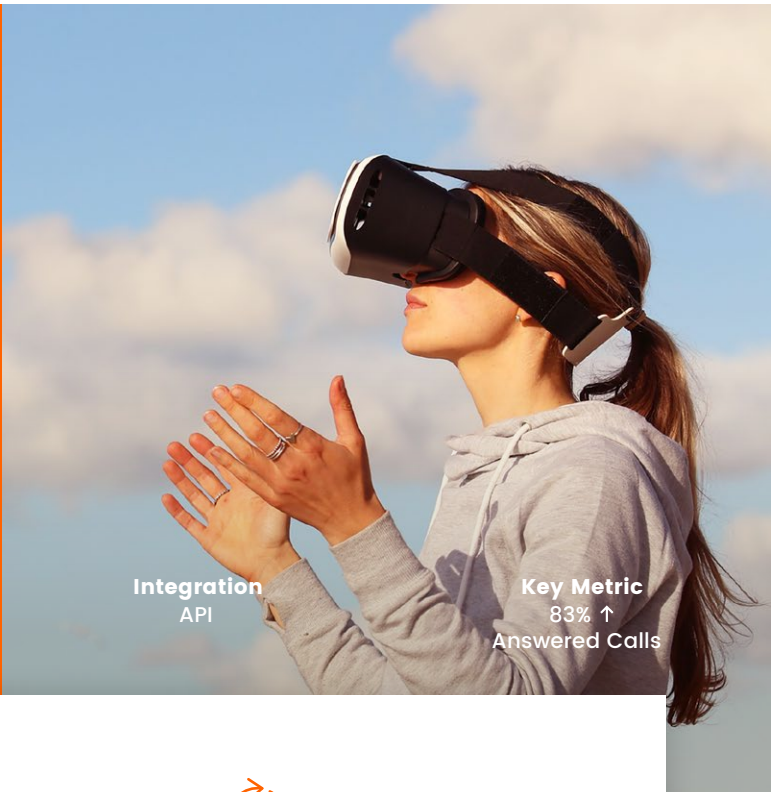
Results

With Talkdesk, calls are now answered in 10 seconds or less, down from 60 seconds with their previous contact center provider, and there are fewer missed calls. Glantt also achieved more insight into agent availability and other metrics, which helps drive optimal staffing.

Prescribing Leading Technology

When it comes to technology in the healthcare environment, companies and organizations deal with unique requirements including compliance, regulations and patient confidentiality. Glantt, a leading multinational technology, support, and consultancy company with more than 1,100 employees, provides software to pharmacies and healthcare providers, as well as to other industries. More than 200 hospitals and clinics, as well as 2,500 pharmacies, depend on Glantt to support their hospital services ranging from patient admissions to prescriptions, invoicing and contacts between patients and the healthcare facility.

Glantt divides its customer service operation into two groups; agents serving pharmacies and those serving hospitals and clinics. To meet market needs and customer requirements, pharmacies and healthcare providers, Glantt needed to modernize its contact center tool. Glantt needed to find a solution that would help improve support, control service levels, and provide the ease of availability and flexibility of a cloud solution.



Improving Customer Service Health

Glintt deployed Talkdesk Enterprise Cloud Contact Center in both of their locations and rolled it out to all remote agents. With a customer service workforce approaching 100 agents spread across two contact centers in Portugal, Lisbon and Oporto combined with a dozen remote agents working from home. Glintt sought to leverage the inherent flexibility and scalable nature of a cloud solution from Talkdesk.

Additionally, frustrated by frequent outages of their unreliable on-premises system, Glintt chose Talkdesk to improve their customer satisfaction through a crystal clear and stable communications to provide a fast and efficient customer experience. The benefits of Talkdesk in terms of cloud, remote users, speed, price, and quality won out. “Talkdesk gives us better quality with the best price,” said Sergio Cruz, Support Services Director.

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– SERGIO CRUZ, SUPPORT SERVICES DIRECTOR



Cruz added that the speed of answer was of utmost importance to their customers. It was imperative that they be able to provide customers with immediate answers when they call in. “The ability of agents to answer the questions is also key, and agents need information about how many times the client called before, whether they waited, how their concerns were answered and so on. In the healthcare industry, time is of the essence. Talkdesk improved the customer service we provide and helped improve our efficiency,” Cruz said.

Cruz and four team leaders manage the workforce, and analyze the reporting on agent metrics, which is “meticulous,” Cruz said. When calls go to voicemail, team leaders see that and can adjust staffing as needed to ensure they are providing the best customer service possible.

Choosing Cloud to Benefit Remote Workforce

With Glintt's prior contact center solution, a legacy on-premises system, they struggled to reach an average-speed-to-answer time under 60 seconds, Cruz said. Also, the solution did not provide Glintt key visibility into when agents were available, off-line, engaged in calls or how often they connected calls. Glintt agents also conduct more than 250 outbound calls a day to boost service. Because some agents work remotely, the flexibility of a cloud-based solution was the best choice to ensure a more smooth and seamless workflow.

"Talkdesk is the best solution for remote users. It gives us better control and data we didn't have before," Cruz said. "Being able to work remotely also gives our technicians comfort. For example, they might have a sick child or other situations that need to work from home. We needed an agile cloud solution to better support our remote workers."

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In the Future

Glintt has more than 20 years of experience delivering exceptional customer service. The company, which operates from 10 offices in six countries, expects significant growth across all lines of business. Since Talkdesk is also international, Glintt knows Talkdesk will support its rapid growth and deliver innovative new solutions faster than other competitors, Cruz said.

Glintt also expects to soon integrate Talkdesk with its ticketing tool to better support agents and customers. "The efficiency of healthcare processes has a significant impact on people's lives and we are constantly developing solutions to improve Glintt's systems of operations," said João Paulo Cabecinha, Glintt Executive Board Member. "We are always looking for the best technology partners and are excited by the improved customer experience Talkdesk helps us offer."

Talkdesk is an innovative cloud contact center platform that empowers companies to continuously improve customer satisfaction. Talkdesk is easy to set up, use and adapt. A "visionary" in Gartner's Contact Center as a Service Magic Quadrant, Talkdesk offers ongoing innovation, superior call quality and instant integration to the most popular business applications. Over 1,800 innovative enterprises around the world, including 2U, Canon, IBM and Trivago rely on Talkdesk to power their customer interactions.

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