

AccessKenya automates its customer service

The AccessKenya group announced this week that it has completed full automation of its customer service through the acquisition and integration of the Internet Protocol Contact Manager (IPCM) and HEAT system from the US-based Frontrange Systems. The two systems have further been integrated with the new AVAYA PBX.

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With the hybrid integration, AccessKenya aims to upscale the process of handling incoming client calls and emails to achieve increased operational effectiveness, fast and effective query resolution in order to meet service-level agreements and streamline repetitive trouble tasks.

IPCM aims to further ease management and integration of applications such as inbound calls and emails by rerouting and administrating multiple calls in one virtual centre.

"As competition heightens and internet usage becomes inevitable in all aspects of life, excellent customer service will be the competitive advantage of any player intending to attract and retain the increasingly discerning customers," said Nancy Imunde, AccessKenya Group's communications manager.

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