



a series of case studies that demonstrate ICR's unique approach to problem solving and enhancing the operations of the country's leading customer-focused businesses.



← No. 1 npower

Independent system review and training for AVAYA Definity Switch users

Background

npower is one of the largest and most successful utility companies in the UK, serving millions of customers. The customer support function is a multi-site, technologically advanced operation incorporating complex call routing, which is enabled by a number of AVAYA Definity ACDs.

npower called on ICR to optimise their AVAYA configuration across this multi-site operation and ensure they were in a position to support future business-driven changes.

System Review

ICR's 10 day system review provided detailed recommendations, which enabled npower to exploit fully the power of the AVAYA Definity ACD - increasing operational efficiency and enabling more manageable agent structures. Key activities included:

- Advising on system capabilities, MI, reporting & industry best practice
- Checking existing call-flow
- Verification of capacities against planned expansion
- Redefining system requirements
- Reviewing maintenance, development and housekeeping procedures
- Definition of customised reports
- Examination of agent working practices

Definity System Training

The switching infrastructure is a mission critical component of any Contact Centre operation. It is therefore important to call on skilled personnel to manage the ACDs, make configuration changes when business demands and generate important MI. A cost effective solution is to up-skill existing staff.

ICR provided npower with on-site training in the fundamentals of AVAYA Definity system management. The one-day courses, included:

- Definity ACD Administration & Vector design
- Definity System Administration

npower gained the in-house skills necessary to confidently manage and configure their AVAYA systems going into the future.

Julie Jaglowski - npower Head of Customer Services

"At npower we have recently experienced rapid growth both in the size and complexity of the contact centre. As a consequence we felt that it was an appropriate time to review our telephony set-up and identify opportunities to improve the effectiveness of our call routing strategy.

"The review and the subsequent training that ICR provided has certainly improved our operational performance and the transfer of skills to our staff has provided a cost effective solution in bridging the skills gap that we had identified.

"Overall we felt that this was an invaluable exercise."

Recommendations enabled npower to fully exploit the power of the AVAYA Definity ACD



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