SJS Solutions - Optymyse wallboard installations for Canada

Thursday 30 May, 2013

SJS Solutions are pleased to announce its first ShoreTel wallboard installations in its growing Canada marketplace.
Working with leading Canadian reseller Optinet Systems, SJS Solutions have recently been able to improve communications in the customer support centre of TELUS Health Solutions, an Optinet Systems' client with a high traffic technical support centre and very high standards for maintaining world class customer service.

Suzanne Sherrod, President of Optinet Systems takes up the story –

"Our client's ShoreTel Enterprise Contact Center system collects extensive statistical information. Real-time statistics are displayed to the agent and/or supervisor desktops along with their CRM, but the increasing volume of information on the screens produced a "toggling" situation for agents and they were becoming less aware of service conditions and meeting performance targets. Both Optinet and TELUS Health management agreed that delivering constant at-a-glance real-time service conditions to the support group, via wallboard broadcast would help improve service. Subsequently, we were able to export some desired ShoreTel real-time statistical data fields to a large flat screen (TV) display. But we were making no progress in graphic scaling of this data. At this point our customer came across information about a digital wall display product by SJS Solutions, and passed it along to us."

"When talking through our needs with SJS, it was soon clear that SJS's Optymyse digital display solution was purposely designed for automatic graphic scaling to any size digital display screen and also interoperable with ShoreTel Enterprise Contact Center, thus perfectly suited to our customer's requirements. SJS saved Optinet unnecessary development time and money. Needless to say we've added SJS Solutions to our contact centre peripheral product portfolio."

Installed at the end of December 2012 the SJS Optymyse digital display has now been operational at TELUS Health Solutions (Surrey, BC location) for almost 6 months. Feedback from Ken D. Piaggio, VP Client Services is enthusiastic:

"We love Optymyse! Our technical support team can now see at-a-glance how they are doing, and the overall agent behaviour changed almost immediately after deployment. Supervisors and Management can now walk through the support centre and glance at Optymyse to see how we're doing, which means if we are at risk of falling behind targets, we now have that information immediately and can make corrections more quickly."

About SJS Solutions Limited - In April 2001 SJS Solutions Ltd was founded with one simple goal; To provide companies of all sizes with an alternative to rigid, over complicated, overpriced, off-the-shelf software. Organisations who want "No Compromise", bespoke software, and a development team who are willing to invest the time necessary to understand their business on a whole new level come to SJS Solutions. Since 2001 SJS have successfully developed and deployed both small bespoke software applications as well as much larger multi-country systems used by large blue chip organisations.

For more information Please contact Cara Kenny at the SJS Solutions Press Office Telephone - 0870 750 1141 or email – cara@sjssolutions.co.uk

Media:

Related Sectors:

Computing & Telecoms :: Health ::

Related Keywords:

Contact Centre :: Wallboards :: ShoreTel :: Healthcare :: Optymyse :: Customer Care ::

Scan Me:

Company Contact:

SJS Solutions Ltd.

T. +442036421842
E. info@sjssolutions.com
W. https://www.sjssolutions.com/#press

Additional Contact(s):
Stephen Pace - CEO
Adrian Vickers - Head of Technology
Iain Parsons - Head of Marketing
Cara Kenny - Sales Assistant

View Online

Additional Assets:

Newsroom: Visit our Newsroom for all the latest stories:
https://www.sjssolutions.pressat.co.uk