

Contact Center Goes With Mitel Networks From the Ground Up

CUSTOMER'S NEEDS

- Build, open and manage a 65-agent, mission-critical 24x7 contact center from communications platform and call distribution through to desktop solutions for managing operations and handling calls
- Leverage existing cabling infrastructure in contact center facility
- Train agents and supervisors and provide them with tools for efficiently answering and processing an average of 3000 calls per day
- Manage contact center operations and agents in real-time and over longer planning horizons
- Record and store all calls for a 6-year period

SOLUTION COMPONENTS

- Mitel Networks 3300 Integrated Communications Platform (ICP) with Automatic Call Distribution (ACD)
- Mitel Networks 6100 Contact Center Solutions (CCS) including Mitel Networks 6110 Contact Center Management (CCM), Mitel Networks 6115 Interactive Contact Center, and Mitel Networks 6160 Intelligent Queue (IQ)
- Mitel Networks 6300 Call Recording
- Mitel Networks 5140 IP Appliances
- Mitel Networks 5020 IP Phones

RESULTS

- Rapid implementation of state-of-the-art IP-based contact center infrastructure
- Real-time and historic views of contact center activities and streamlined operations
- Call handling meets and exceeds service commitments
- Efficient digital storage and forwarding of call records



Rick Pevarski is CEO of the Virginia Utility Protection Service (VUPS), which began operating a new one-call notification center based in Roanoke, Virginia in the Spring of 2002. For their own safety, anyone planning to excavate or dig a hole anywhere in the state must call the center to ensure that underground utilities won't be damaged. "We had about 4 months to build our infrastructure, hire our staff, and begin operations," explains Rick Pevarski. "We wanted to be on the leading edge of technology and make sure that whatever we were putting in today wouldn't be out of date in the next four to five years." Pevarski says that during the course of the organization's research, they became convinced that Voice-over-IP (VoIP) was the direction the industry was taking. So when VUPS began operations, it was with a VoIP contact center solution from Mitel Networks. With this solution in place, VUPS has easily been able to meet its service level commitments from day one.

24x7 Contact Center Ensures Public Safety

VUPS was established in 2001 by the utility companies of Virginia. Its mandate: to build and operate a new one-call notification service. "We're a 24x7 public safety organization," explains Rick Pevarski. "Our job is to ensure underground utilities aren't damaged and the public isn't put in danger by excavations." The company moved into a modern building in an industrial park in Roanoke, and began evaluating communications platforms and management solutions for its contact center while at the same time hiring agents and supervisors. After evaluating a wide range of platforms and solutions, VUPS selected the IP-based Mitel Networks 3300 ICP and the Mitel Networks 6100 Contact

Customer Experience

→ Virginia Utility Protection Service

ABOUT VIRGINIA UTILITIES PROTECTION SERVICE

- One-call notification center for anyone digging or excavating in the State of Virginia
- 65-agent contact center located in Roanoke
- Average daily incoming calls – 3000

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Rick Pevarski, CEO, Virginia Utility Protection Service (VUPS)

Center Solutions as the option that best met its needs. “We have a redundant solution, with two Mitel Networks 3300 ICPs to ensure we're always operating,” says Rick Pevarski. “Our incoming daily call volumes are right around 3000. We find the caller's location using our mapping software, then notify the appropriate utilities of any excavations near their underground facilities.”

Management Solution Streamlines Operations and Call Handling

“We purchased the Mitel Networks 6110 Contact Center Management solution in order to fully control and manage our operations,” explains Rick Pevarski. “We use its historical reporting and real-time monitoring to measure our performance throughout the day and to demonstrate our performance against our minimum service level commitments. The agent forecasting component of the 6110 CCM helps us to plan our staffing requirements moving forward.” He also says the Mitel Networks 6110 CCM's instant messaging capability – which enables supervisors and agents to exchange messages and information in real-time via the Web – helps streamline operations and ensure calls are handled efficiently.

Pevarski is a big fan of the Mitel Networks 6115 Interactive Contact Center option, which enables VUPS team leaders to monitor queues and reassign agents to different queues in real time in response to changing call volumes. This has allowed VUPS to be proactive versus reactive in meeting service level objectives. Mitel Networks 6160 Intelligent Queue guides callers to the appropriate queue and plays messages to callers as they wait in queue keeping the customer informed and managing their expectations. For liability purposes, VUPS is required to maintain a log of all of its incoming calls for six years, which can be a storage burden with traditional tape-based systems. VUPS opted for the Mitel Networks 6300 Call Recording Solution instead, which records calls in digital format for DVD storage and allows for easy distribution of call records via e-mail.

Meeting and Exceeding Service Level Commitments

VUPS has committed to its board of directors to maintain minimum performance standards, providing daily reports on calls, network busy and abandon rates. “Over the past few months since startup, we have exceeded our performance requirements,” reports Rick Pevarski. “We feel the Mitel Networks 3300 ICP and the Mitel Networks 6100 Contact Center Solutions have helped us achieve our goals.” While the solutions are key to the VUPS operation, Rick Pevarski gives equal importance to the relationship between VUPS and Mitel Networks. “We've been very pleased with the relationship we've developed with Mitel [Networks]. We feel it is very much of a partnering.”

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