

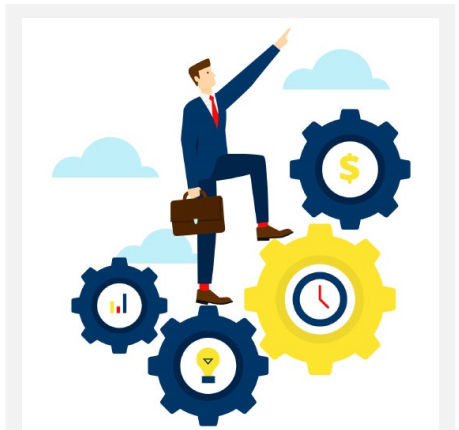
# Discover how DCS reduced its training costs by 80% while achieving customer excellence



Domain Computer Services Inc. provides information technology (IT) support services. It serves small, mid, and large businesses; law firms; non-profit organizations; and financial services and healthcare services sectors throughout the New Jersey, New York, and Philadelphia metro areas. They were facing the challenges faced by almost every contact center such as high attrition rate, high operational cost, increased training time all of which revolve around agents who are one of the primary resources in a contact center.

## Business Challenges

- Improve agent productivity
- Integration with multiple CRM's to lookup customer information
- Reduce agent attrition rate
- Complete reporting about the efficiency of contact centre executives and customer experience
- Handle agent training which was a major hurdle with acquiring new projects or expanding operations.
- Decreasing customer satisfaction level.



## Solution

- A unified and simple call-flow based UI, easy to follow and fine-tune only shows information relevant to resolution of issues.
- Pulls information from multiple CRM's to one single display.
- In-built knowledge base integration boosts agent confidence, yielding confident agents.
- The agents can be trained in 1-2 days only in TxVirtualGuide rather than asking them to familiarise themselves with multiple CRMs

## Benefits

- **Improve agent efficiency**
- **Increased customer satisfaction**
- **Increased total calls handled**
- **Increased First Call Resolution Rate**
- **Happy agents**
- **Increased Productivity**



## The Results

- Maximize Productivity & Improve agent efficiency
- Improvement in customer satisfaction level as agents have the necessary tool to provide the right information.
- Increased confidence in agent performance yields increased confidence to acquire new business (acquired a major university as a client).
- Increase in First Call Resolution Rate as the agents have all the information they need in a single application.
- Job satisfaction has improved which in turn has caused agent engagement to go higher and reduce the turnover rate.



Telenetix established in the year 2004 is a Customer experience and Universal Communications technology company. Our focus has been in having a unique corporate culture that starts with our mission statements Curiosity, Passion, Commitment and Openness. Creating innovative solutions that solve our customer problems and help them to grow their business is our primary goal and we work towards achieving it with our expertise.

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