



UNIVERGE BLUE CLEANS UP COMMUNICATIONS
FOR ECO-FRIENDLY DISPOSAL COMPANY

CASE STUDY

ZERO WASTE GROUP



CHALLENGES

“Our business model relies on a large marketing spend with Google which places our business at the top of the page for waste disposal or house clearances searches. To make sure we maximise on profitability, every call needs to be answered.

The previous UC solution was lacking intelligent call routing, reporting functionality and inflexible for remote working. As a result, a large number of called were being missed with an average order value of £350 each!

“ All of the clever routing is handled in the background so our staff can focus on their jobs and trying to turn calls into sales,”

With only a small team, some of whom work remotely, and our Sales Directors now based in Prague, we needed a platform which could provide them visibility of the teams activity and live information to show the status of each agent.”

“Thanks to UNIVERGE BLUE we’ve seen a 33% increase in sales.”

Edward Cain, Operations Managing Director
Customer review: ★★★★★

SOLUTION

“Our unique requirements included call routing, call handling plus the ability to call coach, barge, listen to call recordings and see live and historical call statistics – including for all our remote agents. UNIVERGE BLUE ENGAGE from NEC was the perfect solution.

Our agents love how intuitive the application is to use. All of the clever routing is handled in the background so our staff can focus on their jobs and trying to turn calls into sales.





RESULTS

"Thanks to UNIVERGE BLUE we've seen a 33% increase in sales as we are now speaking to every customer who calls in. With the previous system, by the time we had a report saying we'd missed the call, that potential customer had made a booking with an alternative provider.

"We've seen increased team efficiency by 61% and lowered our IT admin & costs by 16%."

Plus, the instant messaging facility allows us to keep in touch with all of our staff members, regardless if we are working in the office or remotely and without clogging up the phone lines.



ABOUT ZERO WASTE GROUP

With a mission to recycle and re-use as much waste as possible – UK based Zero Waste Group have successfully diverted 92% of waste from landfill with over 50,000 customers.

" All of our agents love how intuitive the application is to use."

www.zerowastegroup.co.uk



ABOUT F ONE

"F One have been fantastic for us. As we take on additional staff or trial different marketing techniques, they've always been on hand to tweak our communication system so it meets our current needs.

In some cases they've provided pro-active insights into how we could better utilise certain features which have enabled us to work more efficiently.

The support has also been great. Whenever we've required assistance, F One have dealt with any issues in a professional manner and as a top priority."

F ONE
TECHNOLOGIES

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