



HelPhone's Call Center productivity
.....
increases over 25% with Presence
.....
OpenGate

Golden Line chose Enghouse Interactive's Asterisk-platform solution, Presence OpenGate, for the technological renovation of its Contact Center.

Customer profile

Founded in 2003, as a provider of online IT support, HelPhone specializes in offering first level help desk services over the internet. The company also offers a variety of Inbound and Outbound call center services on behalf of its clients.

Since inception, HelPhone's steady growth has positioned it in the market with five strategic business lines around two business areas: IT support services and Contact Centers.

In 2008, HelPhone opened a new headquarters located in Cordovilla, Pamplona. The nearly 6500 square foot location is fully loaded with the highest technology, allowing more than 120 agents to work simultaneously.

In addition to providing Inbound/Outbound Call Center services on behalf of its clients, HelPhone also specializes in providing IT support, using online tools, including but not limited to VoIP, email and chat.

Javier Martinez, General Manager of HelPhone, says, "Our objective is to professionally process all communications between a company and its clients. HelPhone provides a tailor-made service with the highest standards at much lower costs than attainable by clients' in-house resources."

HelPhone is aware that speed and efficiency play important roles in customer service; this is why HelPhone relies on Enghouse Interactive to guarantee excellent service at all times. Javier Martinez describes their selection process as follows: "We chose Enghouse Interactive because we wanted leading edge technology which provided a significant ROI. After evaluating several vendors, we decided that the **OpenGate solution from Enghouse Interactive was the best fit for our needs and our budget.**"

we have reduced operations time by almost 20%

Presence OpenGate

Among the project requirements was the need for a CTI that would allow agents to increase their daily calls and also would provide reporting of daily operational statistics.

By integrating Open Gate's open-source switch board, HelPhone has improved customer service. Because implementation was completed in record time, important cost savings were attained.

Presence OpenGate is powerful and flexible middleware, completely integrated with all of the Enghouse Interactive solutions. OpenGate is based on the full featured Asterisk VoIP platform and has been optimized by Enghouse Interactive to improve Contact Center performance, stability and availability.

Among the optimizations made for this project, it is important to highlight ACD, a solution fully developed by Enghouse Interactive. ACD helps to improve the switchboard performance as a thorough controller of each interaction made by the system. Another advantage offered by Presence OpenGate is the modular core, which provides unlimited growth for the company and adapts to any type of Contact Center. It also allows for rapid integration with other infrastructures.

Fast Implementation

Overall, HelPhone implemented the following modules in the Contact Center

- Presence Inbound to administrate the inbound calls
- Presence Outbound to implement the progressive dialer on outbound calls
- Presence Scripting for managers to create scripts and scenarios for agents
- Presence Recording to record phone calls for later analysis

The implementation was fast and effective, because agents needed to continue their regular activities and our commitment to

continue providing excellent service for HelPhone customers.

Marian Galarregui, Contact Center Director of HelPhone, explains, "Most implementations are complicated when new software is integrated with your current processes. **Presence products flexibility allowed us to reduce the estimated implementation time**, even though there are always obstacles to overcome with such a big change. **We are very pleased with the results** because we transitioned from a conventional telephony platform to a VoIP platform with new procedures and quick adjustments."

Excellent Service Warranty

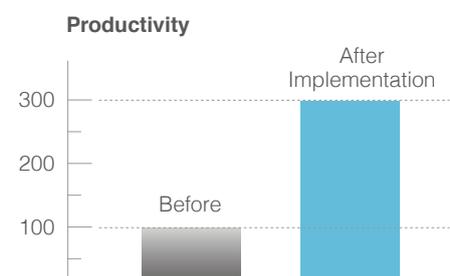
After one year of using Enghouse Interactive at HelPhone, Pedro Aznarez, Director of Business Development for HelPhone, confirms his satisfaction: **"The productivity ratios increased thanks to Enghouse Interactive simple solutions. We have improved productivity by over 25% for outbound calls.** Furthermore, when a new agent is added to the platform, or when a new campaign is launched, the adjustment time is fairly low compared to other solutions that we evaluated in the industry."

Regarding ROI, Aznarez considers it too early to report any major change. However, he admits that Enghouse Interactive has helped to increase HelPhone's customer portfolio and has increased the business' expectations.

"It is difficult to talk about ROI and evaluate it based only on financial data. We estimate the ROI after about 3-4 years. At any rate, **Presence OpenGate allowed us to pursue campaigns that we could not have pursued otherwise,**" he said.

The operations evaluation was also positive. The time used on daily operations, such as to load data or to create scripts, significantly decreased thanks to Presence OpenGate.

"Since we started using Enghouse Interactive solutions, we have reduced operations time by almost 20%. This flexible solution allows us to achieve new time records, especially after our technical staff has become familiar with the operation of OpenGate. Loading data and creating new scripts are easy tasks for us, especially when compared to our industry counterparts' less flexible solutions." affirms Marian Galarregui.



Enghouse Interactive in HelPhone



Presence Voice Inbound

Manages the flow of inbound calls, Helps agents to act quickly and professionally with personalized information available on a pop up screen.



Presence Voice Outbound

Is a flexible platform for outbound calls. This solution sends active calls to the next available representative. Our technology allows us to identify busy line tones, answering machines, fax tones, etc.



Presence Recording

Is a solution fully integrated with Presence Suite which records phone calls according to a specific plan or on demand by the agent.



Presence Scripting

This turnkey tool gives the supervisor Independence to create new scripts according to new campaigns, new products and services, database collection, etc. This solution does not require special programming.



Presence OpenGate

Is an innovative infrastructure for Call Centers, based on the powerful open-source, VoIP Asterisk platform. This solution provides the flexibility to install leading edge technology and upsize or downsize with less expensive investments.

About Enghouse Interactive

We are the world's most **reliable** contact center technology provider. Our global brand is built on our track-record of consistently honoring our commitments – to our customers, our staff and our shareholders.

Enghouse Interactive, a subsidiary of **Enghouse Systems Limited** (TSX: ENGH), is a leading global provider of contact center software and service solutions that deliver enhanced customer service and transform the contact center from a cost center into a powerful growth engine. Our Practices and Solutions enable businesses to leverage meaningful, daily customer interactions to extract key insights used to deepen customer loyalty and uncover new opportunities to add value, profitably.

Supporting over 10,000 customers, in 120+ countries, **Enghouse Interactive** works within any local regulatory environment and supports any telephony technology, whether deployed on premises or in the Cloud, ensuring that our customers can be reached by their customers – anytime, anywhere, and via any channel.



Presence Suite is an
Enghouse Interactive solution

For more information visit
www.enghouseinteractive.es





Executive Summary

Customer Name:

Helphone

Industry:

Outsourcer

Location:

Spain

 For additional information
Transpais
www.helphone.com

Challenge

- Convert from telephony platform to VoIP platform
- Improve productivity
- Non-invasive implementation

Results

- Increase productivity by 25%
- Reduced operations time by 20%
- No/Low downtime during implementation
- Pursue new campaigns using existing resources
- Easy scripting can be done by supervisors