



PRESS RELEASE:



Bierce Go Live with ContactOne’s Multi Channel Contact Centre Solution.

Aylesbury – 17th January 2019: To meet the needs of their expanding contact centre Bierce Surveying Limited has successfully installed ContactOne’s Multi Channel Contact Centre. ContactOne’s cloud-based solution met Bierce’s requirements for a platform that is easy to use, provided data which went beyond those offered by conventional PBX solutions and support future requirements for additional contact channels for their business including email, web chat and social media channels such as Twitter and Facebook.

“We are very pleased with how well the implementation went and already have useful, actionable insight from the management reporting offered by ContactOne’s platform. The team are already utilising the information to support our ongoing efficiency improvement programs.” commented Nicholas Ainger, MD – Bierce.

“I was impressed with the speed with which our team became competent with the Agent Engagement. Within a few minutes of go-live the team were using the platform as if it had been installed for months, including features such as conversation history and tagging.”

Continued Nick.



“The user configurable wall boards and multiple tagging of calls/digital channels have allowed us to gain better understanding of agent performance and customer conversations across all our schemes, giving us a level of scheme-by-scheme visibility which we were never able to achieve with the previous platform. It has made a big difference in managing the customer interaction across all schemes.” Commented Louise Love, Contact Centre Manager.

“We are delighted to be working with Bierce to provide this enhanced level of management information they require to optimise their business and continued growth” commented Greg Thomas, MD – ContactOne. “ContactOne is seeing a significant increase in demand for multi media enabled contact centre’s; prospects and customers are not willing to commit to investing in a solution that does not have multi channel capability available today. It is good to see our services meet this demand for our customers and end users.”

About Contact One

ContactOne provide an innovative omni-channel, cloud-based contact centre platform. It enables contact centres to communicate with customers via the customer’s media of choice with optional, post interaction CSAT for voice-of-the-customer (VoC) feedback. Additional, actionable, insight is provided from our social media and review site monitoring module. The platform is easy-to-use and fully customisable enabling users to tailor the product to meet their customer experience, CRM Integration, branding and management information needs.

For further information about ContactOne email us at info@contactone.net or call us on 0330 880 4444.

About Bierce

Formed in 2006 Bierce (formerly Bierce Technical Services) provides the solutions to all property surveying needs to help homes, businesses and public sector organisations manage their energy efficiency initiatives and statutory marketing requirements. They provide services across the whole of Great Britain (including the islands) from their principal office in Aylesbury, Buckinghamshire.

For further information about Bierce email us at enquiries@bierce.co.uk or call us on 01296 311898.