



AT A GLANCE

Devereux

Inspiring hope. Empowering lives.

www.devereaux.org
Industry: Health and Wellness
Location: Villanova, Pennsylvania
Type: Non Profit
Founded: 1957

Challenges

- Call Volume
- Downtime and technical issues
- Unreliable queues

Product

- AireContact Cloud Contact Center

Results

- Increased efficiency with callback features and advanced queue
- Gained access to reliable customer care
- Virtually eliminated downtime between calls

Customer

The Devereux Foundation is a U.S. non-profit organization that operates 15 centers in 11 states providing services for persons with developmental, educational, and emotional disabilities. The IT department at Devereux supplies technical support to 6000 internal/external users and supports a 10 hour per day call center shift. Speed of service is crucial to the IT team, as in many cases the person seeking assistance is a doctor or a nurse.

Challenge

Devereux was looking to streamline their IT department service to efficiently handle the call volume. They were unhappy with the previous hosted call center supplier due to significant downtime, daily technical issues, and unprofessional support. It frequently took multiple days to resolve issues. People calling in for service were reaching ghost queues and their work was compromised as their technical problems were not solved in real time.

“AireContact has increased our agent productivity by 83%”

Abraham Gillinta
IT Manager, Devereaux

Solution

After reviewing numerous solutions (among them Five9 and inContact®), Abraham Gillinta, IT Manager at Devereux chose the AireContact cloud contact center solution.

“With AireContact it is a totally different story,” he says. He notes that customers seeking assistance can not only call to engage an agent, but can also ask for a call back on the website indicating what their problem is, or communicate with agents via a live chat. Devereux’s agent efficiency has more than doubled and there is virtually no downtime using the AireContact platform.

“AireContact’s world-class customer care team is extremely responsive and requested modifications are typically completed within an hour.” Devereux was looking for a system to handle the call volume, but AireContact also delivers functionality that is easy to use, easy to implement, and offers a robust set of features.

“I can see call volume for the day, work load, how long calls are taking and pending calls. I can coach and monitor calls as they occur. This real-time data enables me to adjust agent schedules on the fly. I love the different channels of communication it offers and I like that the agents can also view all interactions in a multi queue. From a supervisory standpoint, AireContact offers robust reporting, I can drill down to understand various interactions handled by my agents.”

Abraham Gillinta
IT Manager, Devereaux



AireSpring has received numerous industry awards for “Product of the Year,” “Best Telecom Deal,” “Members Choice Top Reseller,” “Best in Show,” and “Top Channel Program.”