



Link:Q Technology Provider Case Study

Client

Our client was one of the first companies to introduce VoIP telephony in Australia. They have been globally providing VoIP based phone services, or simply put, Internet phones, for several years.

Our Client Requirements

As most business and organisations around the world have come to realize, our client had taken the strategic approach to outsource several of their business sectors / functions in order to reduce operational costs and to predominately focus on their core business.

Initially, most clients begin to outsource a minor percentage of their business, and eventually once they gain confidence with their outsourcing provider, they tend to outsource more areas of their business.

A similar situation occurred with this particular client and as a result their initial requirements from Link:Q have changed and now comprised the following:

- Customer Service
- 1st level Technical Support
- Help desk escalations
- Sales & provisioning

Link:Q's Solution

With extensive experience in the technical helpdesk developed over decades as a premium provider of call answering services, Link:Q proposed a technical solution to address the key drivers for the technical helpdesk service.

These services are dedicated to the Melbourne contact centre with redundancy and backup options available throughout our national network of Contact Centre. The solution involved integrating Link:Q's proprietary web based call management application (LinkNet2) with the client's core systems and delivering an efficient, effective and highly reliable outsourced service

Outcome

In order to align Link:Q closely with the client's culture, all operators on this service were trained to deliver superior customer service by creating a positive experiences for customers through consistently meeting and exceeding customer expectation.