

Bayside Council roll-out Premier Contact Point for continued community commitment

Bayside Council, south of Sydney's CBD, represents and services a bustling multicultural community of over 180,000 residents, businesses and visitors. Their mission is to provide leadership in the community, assisting them to identify, articulate and achieve community and social goals.

The situation

Council was preparing to migrate from its on-premise PABX to a hosted instance of Microsoft Skype for Business (SfB) and needed an enterprise grade, cloud contact centre solution that could be easily integrated with SfB as well as Microsoft Teams for future requirements.

Furthermore, Council needed access to significantly better reporting tools because the previous system only included basic reports that fell well short on their requirements.

Premier's response

Premier was awarded the tender to implement their enterprise grade cloud contact centre solution to enable Council to deliver on their community's daily support demands.

The solution easily integrated with Council's existing SfB and Microsoft Teams applications and through continued use has proven to be scalable, reliable and user friendly. Access to enhanced analytics has also assured Council's ability to continue to successfully deliver community support and services.



"Bayside Council implemented the Premier Contact Point solution in late 2018. The solution provided has enabled Council to improve our service to the customer and better monitor performance through data analytics and dashboards. The agile solution allows us to pre-plan and respond to peak workload periods.

The Premier team were very supportive during and post-implementation. Any challenges that arise, the team are responsive in working with Council to address and resolve the issue quickly."

Bobby Mayne

Manager Customer Experience, Bayside Council

Outcomes

- Once on-boarded to Premier Contact Point, contact centre staff experienced improved customer satisfaction scores.
- Configurable BI reports and dashboards provided powerful real-time and historical reporting to management.
- Enhanced engagement of customer service staff and an uplift in overall performance and efficiency of inbound call handling.



Is your organisation gearing up for a CX transformation project? Book a discovery session today!

Contact Steve Fitzgerald

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