

Melbourne Water's Cloud Contact Centre transformation enables quality customer service to flow

Water is the essential building block for life, which is no more apparent than in one of the world's 'most liveable cities', Melbourne.

Melbourne Water is the Victorian Government owned authority, responsible for managing and protecting the Greater Melbourne region's major water resources and providing this invaluable resource to its citizens, visitors, and businesses.

The situation

Melbourne Water had long relied on an on-premise contact centre solution that was quickly approaching end of life. The system lacked the modern integration capabilities to streamline its operations, provide accurate daily and customisable reporting and easy to administer self-service functionalities for customers to check their water usage and daily allocations.

They also wanted to provide local support for the communities they served and needed the right technology partner who was also Melbourne based and could provide class leading customer service.

Premier's response

- Deployed Premier's Cloud Contact Centre solution that works with Melbourne Water's corporate phone system, home phones and mobile phones.
- Enabled easy-to-use self-service functionality without the need for development or support from platform vendors.
- Provided expert consultancy and support for the initial onboarding to ensure that the customer configuration requirements were delivered on time and within budget.
- Implemented world-class reporting and dashboards so that Melbourne Water could gain intelligent insights and make informed business decisions.



"The Premier Contact Point team have delivered an exceptional piece of technology. Their knowledge, combined with our team's hard work, ensured that the project was delivered on time and with minimal disruption. It was great to see everyone working together."

Damon Bayley

*Customer Operations Team Leader -
Customer & Strategy, Melbourne Water*

Outcomes

- The cloud contact centre is now effectively managing customer service across the organisation.
- Easy-to-use and intuitive self-service functionality now enables farmers to review water usage and daily allocations.
- Improved insight enables management to review, assess and manage agents and queues to meet SLAs and provide an enhanced level of customer service.
- Reliable and consistent support is now provided by an Australian-based team of experts with decades of experience.



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

Contact Steve Fitzgerald

National Sales Manager, Premier Contact Point
steve.fitzgerald@premiercontactpoint.com.au

1300 85 11 11
premiercontactpoint.com