

HPA Group Helps Our Customers Succeed



Web Integration to the Call Center

Business Situation

Client needed a way to collaborate on the Web with customers and to provide customers surfing the Web with a way to immediately talk to a Xerox Call Center Agent.

Action

HPA planned and project managed the implementation of a pilot to provide Web Collaboration and Live Help between the Call Center and the client's customers. HPA evaluated technologies, implemented the technology and worked through issues during the pilot.

Results

The pilot was successful from a technology perspective and was a great learning experience for the Agents involved in the pilot. The client is now evaluating, with the help of HPA, how they will provide these types of capabilities in the future. The client is convinced that these types of capabilities will increase sales revenue.

Working with HPA

HPA effectively delivered many different services to the client to allow for the seamless integration and implementation of this leading edge technology.