



Insights for Success

NebuLogic Success Stories

Service Center Operations Solution



Client

Telephony Program, USA

Industry

Public Utilities

Public Interest Enhanced by Speeding Data Exchange and Analysis

NebuLogic Technologies delivered a Service Automation Solution to a U.S.-based public utilities provider that offers basic home phone service at a discount to eligible households of a state. Once they inform the regional phone company that they qualify for the program, the state initiates the application process.

Challenges

- To integrate processes between customers and the telecom carriers, such as sharing customer eligibility criteria for the program to be shared between the carriers and the state.
- Enable call center agents to pull out the caller's information in order to better understand their issues.
- Effective and optimum use of the Service Automation application to quickly determine if the caller is eligible for the program.

Core Functionalities Delivered

- Support eligibility determination
- Service request queue management
- Scripted call processing for general inquiries
- Enhanced CTI component development and integration
- Side-by-side screen pop of both the scanned application and corresponding OCR-captured data to speed the decision-making process for the agents
- Hands-free data updates from secure external data sources
- Efficient manager escalation process
- Advanced reporting (analytics and dashboards)


Solutions

- 12 integrations and backend processes
- Screen pop in under three seconds
- Detailed auditing
- 24/7/365 support and maintenance

About NebuLogic Technologies

NebuLogic Technologies, LLC is a leading System Implementation and Integration Information Technology company that specializes in delivering comprehensive Service and Sales Automation solutions. NebuLogic provides solutions and services using SaaS/Cloud based as well as enterprise class applications. Our definition to deployment services include but not limited to: 1) Conducting requirements discovery and analysis (RFI, RFP review and response); 2) Conducting master requirements workshops; 3) Developing Business Requirements Documents (BRD) and Technical Requirements Documents (TRD); 4) Building prototypes, mockups and pilot solutions; 5) Configuring core Customer Relationship Management (CRM) applications; 6) Enhancing and/or developing integration components; 7) Developing use cases based on client requirements; 8) Implementing data and application security requirements; 9) Conducting Quality Assurance and User Acceptance Testing (QA and UAT); 10) Developing user and administrator training guides and related documents; 11) Delivering hands-on user and administrator training; 12) Analyzing risk factors and implementing risk mitigation processes; 13) Conducting system stress testing and developing pre-production checklists; 14) Enabling successful Go Live/production rollouts; 15) Providing post-production support and maintenance services; 16) Providing hosted services and more.

To find out more about NebuLogic's Services and Products please reach us at: www.nebulogic.com

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