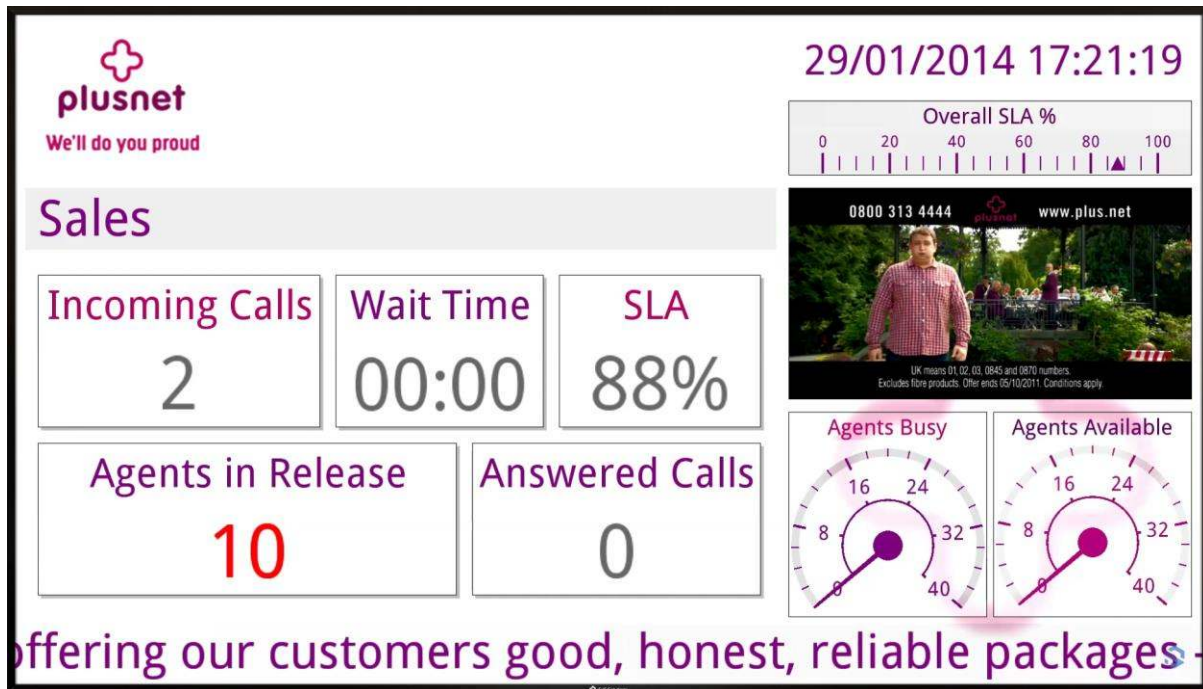


## Case Study

PlusNet - UK



### Back Ground

Many companies continue to use traditional wallboard technology to monitor contact centre agents, this technology is outdated and in many cases, has not been reviewed for many years.

The danger in continuing to use traditional wallboards is that they don't meet the human needs of modern contact centre employees, nor be aligned with new findings in the area of employee satisfaction and engagement.

### Customer Profile

Winner of multiple [Customer Service Awards](#) PlusNet go the extra mile to make sure our customers are satisfied; not only with the price they're paying, but with the service they're receiving. On the 30<sup>th</sup> of January 2007, PlusNet was acquired by BT Group, but it continues to operate as a separate business. By December 2013, it had over 750,000 customers across the UK.

### Objective

Being masters of customer care PlusNet wanted to ensure that calls are being answered quickly and agents have access to the information they need to continue to achieve the high levels of satisfaction they are used to.



# SJS Solutions

## Summary

PlusNet were using a supervisor dashboard to pass real-time call handling metrics to their agents but wanted something more dynamic. The PlusNet brand is extremely high profile in the UK, yet traditional wallboards are unable to continue this trend inside the contact centre, however with Optymyse high quality images, TV advertising and product news can now be passed to agents alongside real-time metrics.

## Customer Feedback

**“Very straight forward! System is easy to use and intuitive!”**

– Lee Simister, Business Support Team Leader, PlusNet, UK

