

Service & Customer Relations Management (CRM) Solution and Contact Centre for Public Authority for Electricity & Water

To provide with contact centre solutions so that the company can address all customer queries, complaints, requests, compliments and suggestions. All such calls are to be recorded and further processed internally to ensure customer satisfaction. Also integrate the contact centre solution with CRM Solutions.



Overview:

The customer, the Public Authority for Electricity and Water is a governmental institution in a Middle-East country. The Public Authority for Electricity and Water is the regulator for both water and electricity services. In addition to this, PAEW is also a direct water service provider, responsible for supplying potable water to all homes and businesses. In total, PAEW serves a population of more than 1,5 million people; transporting on an average, more than 650000 cubic meters of water per day.

Challenge:

To provide the client with a contact centre solution integrated with service & customer relations management solution along with contact centre so that the authority can address the problems of the people and address them in order to provide quality service to its people.

Methodology & Approach:

AL TOMOUH has provided the customer with Cisco Contact Centre & AL TOMOUH eService integrated with billing system. AL TOMOUH Service Manager (eService) is a web based enterprise ITIL compliant Service Management System powered by the AL TOMOUH eOffice Platform. It is a comprehensive software solution through which various requests and complaints can be recorded, followed up, processed and communicated.

AL TOMOUH Service Manager is focused to help various service departments within an organization or government ministry to achieve extra-ordinary levels of service and monitor the Service Levels to ensure that good and timely service is provided to the end customers. As the solution is powered by the eOffice Platform, it is available in open source technologies which are easy to implement and commission within an enterprise or department of a government ministry or agency.

The modular architecture allows it to be implemented in one division of an organization and expand it to the rest of the organization. AL TOMOUH provides flexibility to our customers in implementing the solution in a bottom up approach (Section-Division- Department-Organization) to ensure the buy-in from the users and in institutionalizing across department and the organization as a whole.

Outcomes & Conclusion:

Maintaining the record of all the complaints, queries, suggestions etc. that arrive on a daily basis to the call centre.

Ensuring proper service is provided to the citizens

Ensuring the quality in serving the people.

Integration with CRM solution works as an added advantage.

About AL TOMOUH

AL TOMOUH an IT Services Company providing software solution platforms specializing in a broad range of services such as Consulting, Application Software Development & Maintenance, Managed Operations IT Services, SMS, Cloud services etc., and solution offerings which include Office Automation, eVISA, Service Management, eServices, Document Management, Archive, Record Management, Mobile Apps, SMS gateway, CRM and HRMS etc.

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