

# Contact Centre For Civil Service Employee Pension Fund

Receives all customer queries, complaints, requests, compliments and suggestions which are recorded into the application at the contact centre to be further processed internally to ensure customer satisfaction. The contact centre solution needs to function effectively as it needs to service all civil service employees across the country.



## Overview:

The customer is the Civil Service Employees Pension Fund in the Middle-East. It undertakes the responsibility for the implementation of provisions of the law in addition to managing and investing the pensions and end of service funds. The Fund is an independent government unit which has a juristic personality, an administrative and financial independence.

## Challenge:

As an organisation that provides its services related to pensions of the government, it receives many queries, complaints, suggestions from their users. It is a very difficult process to manage these and to ensure service satisfaction to civil service employees contacting for various queries and enquiries. This requires an effective contact centre solution which can effectively manage all the function and store necessary data for future use.

## Methodology & Approach:

AL TOMOUH proposed and implemented its Service Manager Suite called eService to build a contact centre for this government organisation.

AL TOMOUH's Service Manager (eService) integrated with ININ contact centre is provided to the client. AL TOMOUH's 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's 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 and 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 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 for institutionalizing it across the 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 client servicing.

Two –stage storage of call data to ensure no discrepancies.

## 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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