

Communication Solutions Support Company Growth



CHALLENGE

- Multi-Site Seamless Communications
- Fast Growth
- Call Center

SOLUTION

- Zultys IP/PBX Deployment For Multi-Site Connectivity
- Collaborative Desktop Client For Company Communications
- Zultys Call Center

BENEFITS

- Profit - Capital Outlay
- Service Level Prestige
- Ability to Continue Growth

The Challenge | Workforce QA provides compliance services to businesses including Drug Testing, MRO, Physical Review, CSA Services and much more. They pride themselves in their systems they built to be an advocate for businesses and the drug-free workplace. Their systems have stood the test of time and are highly praised by the auditors for the accuracy and integrity of their data.

When they brought in YipTel, they had grown to about 50 employees with plans of aggressive growth through nationwide acquisition over the next few years. Their business model included to grow with central answering to take queued calls with reports to manage staffing and service levels. This would continue to allow them to provide their customer with a quick and accurate manner. They knew their existing archaic digital telephone system was not going to provide them the flexibility or feature sets needed to meet their goals.

The Solution | After evaluating the business and future goals, YipTel provided an IP/PBX phone system called Zultys. By putting the Zultys phone system in Workforce QA's robust in-house data center located in SLC, Utah, they could now provide IP phones and communication solutions to any branch office. With the growth from 50 to 115 employees—with additional sites in Salt Lake City, Utah; Brumingham, Alabama and Houston, Texas—expansion was easy. All each new office needed was an Internet connection and some SIP based IP phones, and now each new employee benefited from the Zultys phone system and its functionality housed back in the secure data center in SLC, Utah. This meant Workforce QA didn't need to purchase phone systems for each new location.

The Zultys Application provided many features to help their workforce stay connected. One of the company's favorite feature is the Collaborative Desktop Client application with a built-in soft phone. This feature makes it easy, no matter where you are, to see availability of other users. Additional features include the ability to park calls, drag



WHAT CUSTOMERS ARE SAYING

“Although everyone has a telephone on their desk, almost half of the people only use the softphone with the headset. If you have a laptop you can stay connected with the company using your laptop as a phone.”

- John Vail's, Chief Operating Officer

and drop to transfer, and IM to quickly start communications between employees.

With Zultys built-in call center functionality, Workforce QA has deployed a central answering position to manage all incoming calls. MXReports gives them flexibility to see employee productivity and historical data to help staff according to needs. Once the reports are created and customized, they are emailed to the call center manager on a weekly and monthly basis so they can analyze productivity and make changes where needed. Managers also benefit from Superview. This gives them the ability to see real time statistics, coach, monitor and join agent calls all to confirm expected service levels are met.

The Benefit | With the deployment by YipTel of the Zultys IP PBX Phone system, Workforce QA was able to deploy a unified solution to all locations cost effectively, while providing features and functionality needed to provide the level of service and support customers have come to expect. Because of the IP architecture of the Zultys phone system, each time Workforce QA brought on a new location they didn't need to put up a large capital outlay for a new phone system.

With the cost-effective licensing model, standards based SIP phones, and ease of deployment, the onset of each location required minimal expenses in communications equipment keeping profit in the business. Each deployment allows seamless communication between locations, allowing them to communicate quickly and efficiently. Now Workforce QA has a communications platform which will allow them to continue to grow and provide the same level of service no matter how big or diverse they become.



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