

HELLOTECH

Intelligent routing and self service capabilities

OVERVIEW

HelloTech Provides tech services nationwide including, IT support, computer repair, wifi services, home installations and much more with a team of expert level employees committed to providing the highest quality customer service for every task. HelloTech is dedicated to investing in the latest products for their customers and team to make sure they can provide exceptional service 24/7

THE CHALLENGE

HelloTech identified the business need to validate the use of automation and self-service capabilities to provide a personalized experience for each HelloTech customer while reducing the volume of calls to agents.

ASPEN'S SOLUTION

Aspen established an intelligent routing design for 75 agents and associated queues using Amazon Connect that would allow users to call in and speak to a voice prompt that would then direct them to the proper division or agent if necessary, while also providing agents and necessary systems with all the information given by the caller.



THE OUTCOME

HelloTech's new system expanded their self service capabilities and made it possible for users to get answers to their questions without having to deal with long wait times and multiple transfers. This design also allowed for automated appointment reminders, fast call resolution, information for upcoming orders and more.

WHY THEY CHOSE AWS

Amazon Web Services allowed for a revolutionized contact center experience that provides agents with the ability to utilize the omnichannel experience giving them the option to talk, message and make changes within the contact center all in the same place

WHY THEY CHOSE ASPEN

Aspen was able to take all of HelloTech's needs into consideration and create the most business efficient call center solution that would optimize not only the agents abilities but also provide the customer with a more personalized experience