

Quickservice

Intelligent routing and self service capabilities

OVERVIEW

Quickservice are large QSR management solution providers and installers. They have built a reputation for their services by offering only the best quality in advanced technologies and services in effective POS and are the preferred vendors for the multi-unit QSR market in North America..

THE CHALLENGE

Quickservice identified a need to move to a cloud contact center to simplify and improve overall operations while also improving customer experience through a more intelligent routing and classification of calls. They also wanted agents to have the ability to see a screen pop of customer details. The design of the contact center needed to have the flexibility to grow and scale as the company grew.

ASPEN'S SOLUTION

Aspen provided Quickservice with Amazon Connect allowing them to move their contact center into the cloud and provide capabilities like real time contact center metrics, automatic scalability, and an intelligent routing design with advanced features for agents to improve overall operations and customer experience.



Quickservice
TECHNOLOGIES
A Panasonic Company

THE OUTCOME

- Real time reporting capabilities
- Automatic scaling to meet demand
- Screen pops with customer information for optimal agent productivity
- Expanded self service capabilities to handle majority of calls

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 Quickservice'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