

Vocalcom secures major contract win with Certas Energy with its omni-channel contact centre software

Vocalcom, a leading global provider of omni-channel cloud contact center, today announced that Certas Energy has increased its customer service efficiency.

LONDON, UNITED KINGDOM, May 29, 2015 /EINPresswire.com/ -- London, 1 June 2015 — Vocalcom announces today that it has been awarded a significant contract to provide one of the UK's largest distributors of fuels and lubricants Certas Energy with its multi-channel contact centre software solution.

After a lengthy selection process, Certas Energy chose to sign with Vocalcom



[cloud contact center](#) software because the company could provide them with a truly unified multi-channel platform, rich in features and functionality across all communication media; voice, email, web chat & social media.

With a network of over 150 depots, 1,000 tankers, over 800 retail forecourts and 2,500 employees, Certas Energy required a solution capable of handling up to 1 million or more contacts every year. Bringing many of their brands together and being able to service those brands with an Omni Channel solution was viewed as a potential headache that could take many months, if not years, to implement. The Vocalcom solution, accessible from anywhere in the country, at any time, addressed these concerns, allowing Certas Energy to implement changes easily and simply at a convenient pace.

Michael Pavlou UK MD for Vocalcom said “that as one of the industry's leading contact centre software solution providers, Vocalcom is ideally positioned to provide Certas Energy with the scale and flexibility required and a solution that could integrate and work seamlessly with other essential business tools such as Workforce Management (WFM), Quality Management (QM) and Microsoft Dynamics.”

With easy implementation and integration into a new CRM solution from Microsoft Dynamics, the Vocalcom solution lets Certas Energy focus their attention on other phases of the project.

The initial phase of this project that kicked off last week is for 50 call centre agents but over the next 12 to 18 months this will potentially grow to over 250 agents, hence the need to ensure that their chosen supplier had the scale, flexibility and track record to support this growth. Also, by having a single solution the customer journey can be easily viewed, providing valuable insight into the level of

customer service Certas Energy customers receive.

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About Vocalcom

Vocalcom was founded on the principle of a wonderful user experience, providing a [contact center software](#) based on an innovative design and useful functionality. More than 3,500 companies such as McDonald's, Disney, and ITV are using Vocalcom to lower their operational costs, raise productivity, and turn each customer interaction into a positive business outcome. Loved by 550,000+ users for its beautifully crafted interface, Vocalcom is a contact center software, easy to try, buy, implement, and use. For more information about Vocalcom contact center software, visit Vocalcom.com

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