



Cendant Mobility

Cendant Mobility provides expert assistance with employee relocation, including home sale and home purchase, household-goods shipping, move management, temporary housing, and general “settling-in” logistical support. The company is headquartered in Danbury, Connecticut and has 13 offices around the world. Cendant Mobility also operates four client contact centers – three in the United States and one in the U.K. For more information, visit www.cendantmobility.com.

Challenge

Two of the most stressful situations a person can face in life are changing jobs and moving. Relocating employees of client organizations who are dealing with these activities simultaneously contact Cendant Mobility with multiple issues and pressing time constraints. These customers call with questions regarding car rentals, reimbursement checks, insurance issues, house hunting tours and a host of other move-related issues.

During these stress-inducing times, it’s critical that Cendant Mobility’s consultants provide quality service and support by accessing data quickly and efficiently to ease a customer’s concerns.

There are many specialists involved in the process of moving a person from one city to another. When receiving an incoming call, Cendant Mobility’s consultants work closely with the relocating businessperson to direct him or her quickly to the appropriate expert. If the primary consultant isn’t available, the call must be redirected to the best possible available consultant to resolve the customer’s issues.

“We have been able to dramatically improve our customer interactions – particularly when a customer is calling with a need, a question, a problem. With the Avaya Interaction Center, we can get to the heart of the matter much faster and much smarter. And, as a result, our customers are happier and our consultants are happier with the job they are doing.”

– Judi Silliere, Contact Center Project Manager

Solution

Cendant Mobility chose an Avaya Contact Center Solution to enable intelligent communications between all four of its contact center locations in Connecticut, California, Texas and the U.K. Avaya S8700 Series Media Servers running Avaya Communication Manager and Avaya Interaction Center support more than 800 contact center consultants. Avaya Call Management Systems provide valuable and detailed management reports to Cendant Mobility to aid in the efficient management of its contact center operations.

Applications and Services

- Avaya MultiVantage™ Communications Applications
- Avaya Communication Manager
- Avaya Interaction Center
- Avaya S8710 Media Server
- Avaya S8700 Media Servers
- Avaya DEFINITY® Communications Server
- Avaya Call Management Systems
- NICE Call Recording
- INTUITY™ AUDIX® Voice Messaging with Speech Recognition
- Interaction Reporting – IMPROMPTU

“Typically when you add new tools and systems to a contact center, the consultants hate it and fight it. But with Avaya’s Interaction Center, we have changed how our agents work and they love it. Instead of manually answering calls, identifying the caller and then methodically hunting down information, Interaction Center does all that for them. Our consultants answer calls with a click of a mouse, and customer information is pushed to them.”

– Judi Silliere, Contact Center Project Manager

Results

- **Improved responsiveness.** Cendant Mobility’s first-call resolution has more than doubled in this time frame.
- **Increased customer satisfaction.** The Avaya Interaction Center applications give consultants the ability to access the complete call history of a particular relocated employee and answer the customer’s questions quicker and more effectively.
- **Improved consultant productivity.** The Avaya Interaction Center solution also gives Cendant Mobility easy access to call reports for internal monitoring and training purposes. The company can monitor how long its consultants spend on resolving particular issues with customers and what those calls cost based on the amount of time it takes a consultant to resolve those issues. Avaya Interaction Center also gives consultants the ability to perform automated outbound calls to customers. The system captures unique phone numbers and can tell the consultant what is the best number to call in order to reach the customer, whether it’s the cell phone, office or home phone number.

For more information on organizations using Intelligent Communications, contact your Avaya Client Executive, Avaya authorized BusinessPartner or visit www.avaya.com, and click on “How to Buy.”

