



# Anteris Solutions

Case Study

How a CoreDial Partner's In-house  
CoreNexa™ Contact Center Deployment  
Improved Customer Experience and  
Jumpstarted CC & IVR Sales



## CC Solution Synopsis

MSP and CoreDial Partner, Anteris, used the CoreNexa™ Contact Center (CC) solution to offer IT support to its own customers. The company reported that using the solution helped them simply and effectively manage the volume of inbound IT support calls coming into their business, ensure no calls went unanswered, and boost customer experience. Ultimately, Contact Center helped Anteris decrease their abandoned call rate significantly from 10% to 0%. Utilizing Contact Center internally also helped the Anteris team become more knowledgeable about the product offering itself so that they were able to more intelligently provide technical support as well as offer the solution to customers.

## About Anteris Solutions

Anteris Solutions, founded in 2002, is a managed IT services provider that offers 24/7 customized IT support for businesses located in Kentucky and Massachusetts. Anteris' services for its customers include network monitoring and management, backup and recovery, hardware as a service, enterprise VoIP, vendor management, risk and security management, and strategic IT planning.

This CoreDial Channel Partner helps its customers meet their long-term goals by providing personalized IT solutions that fulfill the customers' ever-evolving business technology needs.

We talked to Nick Foss, Vice President of Business Development at Anteris, about his experience with CoreNexa Contact Center. Foss deployed Contact Center in-house at Anteris in August 2018 and is now relying on it daily as the company's IT support call center.

## The "Before-Contact Center" Situation

As part of their normal business operations, Anteris employs agents who provide IT support to customers.

Until seeing CoreDial's CoreNexa Contact Center solution however, Anteris had not utilized such a tool to help their agents interact with their customers. After seeing an in-person demo of CoreNexa Contact Center, Anteris realized how they could utilize CCaaS internally to connect more efficiently with customers who call in requiring IT support. CoreNexa CC really was the solution Anteris didn't know they needed for themselves and their customers until they saw it in action.

Pre-Contact Center deployment, Anteris had 10 IT support agents receiving about 30 calls each day from end customers. The company wanted its IT customers calling directly into one place for technical support, but as they did not yet have a CCaaS tool in place, implementing that function hadn't happened. Two challenges Anteris Solutions faced were offering immediate responses to inbound calls from customers who needed IT support and ensuring no call from any customer went unanswered.



CoreNexa™ Contact Center helped  
**10 IT support agents** handle about **30 calls**  
each day from end customers.

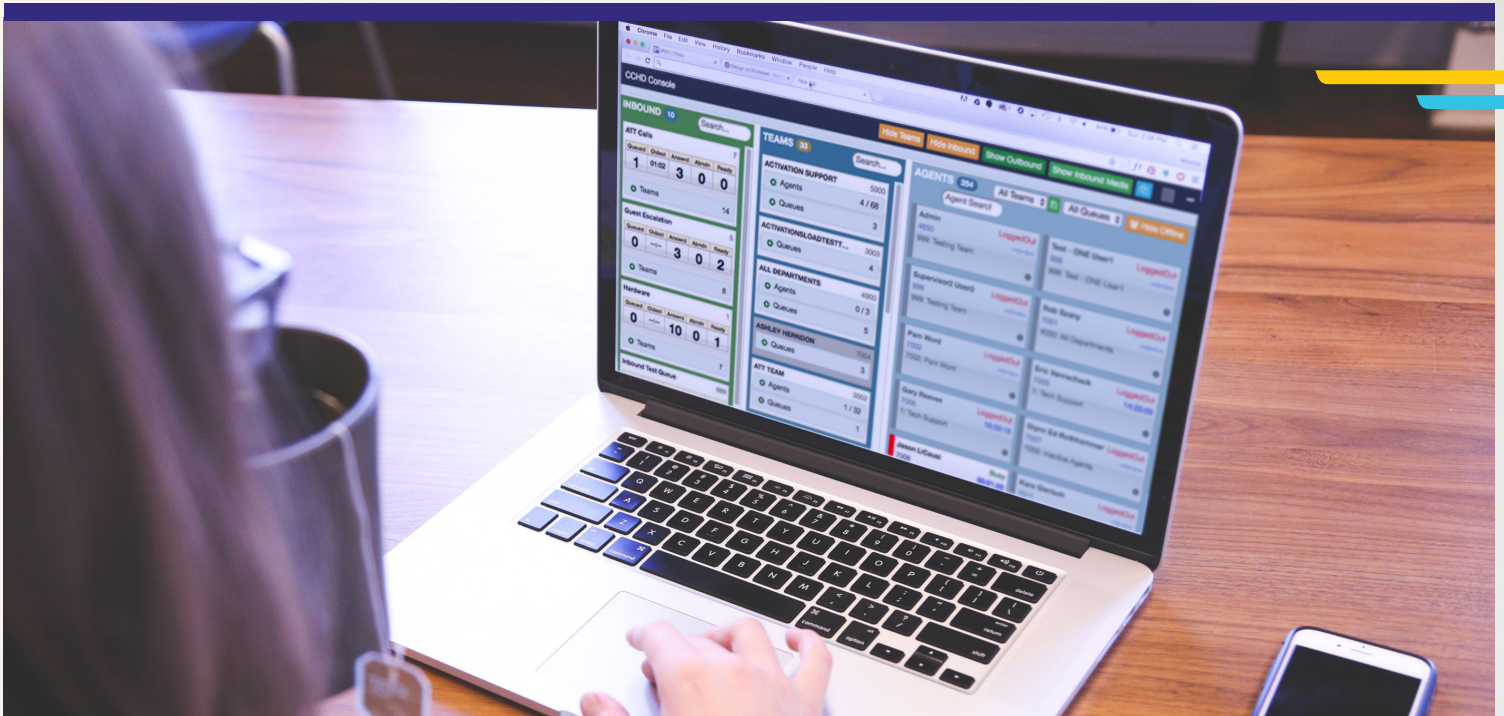
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# The “After-Contact Center” Situation

- 1 Post-deployment, Anteris agents and employees regularly use CoreNexa Contact Center internally to help customers with their technology needs in real time.
- 2 In using CoreNexa Contact Center, Anteris’ objective was getting a handle on its call volume as well as tracking and avoiding abandoned calls. Based on the inbound call flow data Contact Center made visible, Anteris had a concrete business justification for putting more IT reps on the phone lines.
- 3 In addition, because Anteris’ employees use Contact Center for their own day-to-day routine, they’ve been able to develop their Contact Center as a Service (CCaaS) product mastery so they can more knowledgeably offer support and more easily sell the private label CoreNexa Contact Center solution to their own customers.
- 4 Through Contact Center, Anteris also achieved integration with their PSA tool using one of Contact Center’s many APIs.

“ For us, the idea is a **one-stop shop**.  
The more we begin to integrate,  
the **better** off we’ll be. ”

Nick Foss



## A Plan of Attack for Anteris

The CoreNexa Contact Center solution solved Anteris' needs by providing one centralized environment for customers to call where the company's IT agents offered immediate responses. With Contact Center, Anteris' agents were able to offer support to customers within two minutes of receiving their call. If a supervisor saw that agents approached that two-minute window on CC reports, they were able to pull in additional IT support on the phones immediately.

Also, because IT agents had access to customer information all in one interface, they were able to save time by not needing to switch between applications. Using just one interface decreased the chance for errors stemming from distracted agents or incorrect information and helped agents stay engaged with customers on the phone.

As an additional benefit, installing and utilizing Contact Center in-house at their own company helped the Anteris team offer experienced technical support for Contact Center end customers and helped jumpstart sales efforts for CoreNexa CC and IVR.

"Because we had a hand in the deployment and continue to service our own Contact Center, we have become versed in the platform and how it operates. This is important as an MSP because we want our customers calling us for technical support, and now my team can begin to service the Contact Center and provide technical solutions. Our customers can get an immediate response rather than using Anteris as the middleman to gain solutions," Foss said.

"Using the Contact Center internally, we have been able to understand the platform more intimately, speak to the setup, and give live demonstrations to our customers. We believe in using products

we promote and sell. Using the Contact Center ourselves allows us to stand by the product we are recommending to our customers,” he continued.

Since the company used the Contact Center solution internally, Anteris’ sales team was easily able to provide live demonstrations and showcase CC’s features to potential customers.

“We want to pull up the dashboard for them in a demo. I can go into any sales opportunity and pull that dashboard up, and we can see what the support center looks like at that exact moment,” Foss said.

Foss said Contact Center’s reports, dashboard, and wallboard were easy-to-use and build out. Anteris utilized different colors to differentiate call quantity, time, and agent status and had alerts set based on the number of callers in the queue. Foss relied on an administrator to give him data points from the subscription reports and found the reports easy to set up. Anteris used “ready”, “off duty”, and “busy” agent statuses and added a “do not disturb” status. Foss said it was super easy to update the solution’s statuses by simply clicking and typing. By using Contact Center, Anteris was able to easily make custom adjustments to agent call and skill set.

“We can just log people in when necessary. We can move people around in teams by simply clicking and dragging. There’s a lot of flexibility. If someone is unresponsive but available, we can kick them into the queue. CoreNexa Contact Center gives us that flexibility and freedom,” Foss said.

Since installing Contact Center, Foss saw advantages and customer experience improvements for the business.

“The greatest advantage is the dashboard and reporting available right out of the box with the Contact Center. With accurate and usable, real-time data, we are able to make adjustments on the fly in our call center. We are also getting to the level where our supervisor is driving the changes of the call queues during peak hours,” he said.

“ Because we had a hand in the deployment and continue to **service** our own Contact Center, we have become **versed in the platform** and how it operates. This is important as an MSP because we want our customers calling us for technical **support**, and now my team can begin to service the Contact Center and provide technical solutions. Our customers can get an **immediate response** rather than using Anteris as the middleman to gain **solutions.** ”

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Nick Foss

## The CoreNexa CC Outcome

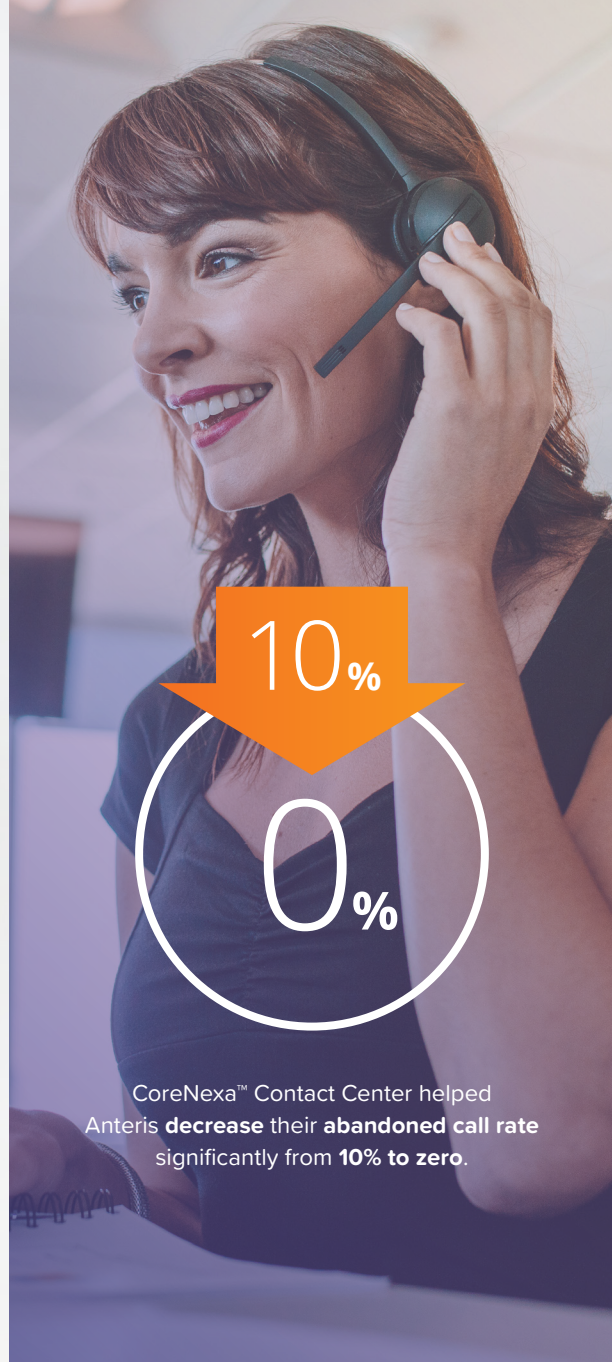
Utilizing CoreNexa Contact Center benefited Anteris Solutions by helping its agents respond to IT support needs as quickly as possible as well as avoid any instances of abandoned calls. The report Anteris used the most from Contact Center is that of the abandoned call rates. Those rates have gone down from nearly 10% to 0% since Anteris deployed CoreNexa CC.

“We don’t ever want a call to go abandoned,” Foss said.

CoreNexa Contact Center also allowed the company’s agents to be more efficient on support calls as they had all the customer information they needed available at their fingertips. The solution helped agents focus more closely on providing an excellent customer experience to clients obtaining IT support during their live interactions.

“If you are serious about your call center driving efficiencies and increasing revenues, Contact Center is a must. Sell the product you use yourself to gain your customers’ trust. Real-time data and customer information at your fingertips reduce the time waste of searching your CRM for one customer and their details. It amplifies and drives the personal touch with your customers,” Foss said. “The other selling point to our customers is the consistency they can provide to their customer with CoreNexa Contact Center. The ability to input surveys, scripts, preloaded questions, and data from their CRM is very important.”

Foss reported the experience Anteris had internally with CoreNexa Contact Center was a benefit in itself while customer experience was enhanced as well. Using Contact Center, Anteris implemented a callback number so that their IT customers didn’t need to wait on the line for support. This helped customers who were calling in with true emergencies before those who could wait which preserved emergency technical support resources. It also helped IT support understand which calls were the most important and work as efficiently as possible on ticket completion.



CoreNexa™ Contact Center helped Anteris **decrease** their **abandoned call rate** significantly from **10% to zero**.

“ If you are **serious** about your call center driving **efficiencies** and increasing **revenues**, Contact Center is a must... ”



Anteris got inbound call reports instantaneously from Contact Center which allowed the company to make in the moment decisions. Using the reports, they could jump into action within seconds to add IT support agents when needed to help customers.

Anteris said the CoreNexa Contact Center training and documentation they received were fantastic and everything was on target as far as development. The implementation process went well, training sessions were informative and easy to understand, and Contact Center was up and running quickly. Foss was thankful to CoreDial's responsive implementation team for helping him tweak the initial Contact Center setup. He expressed how easy it was to change its initial configuration.

During the week before the Contact Center go-live date, Anteris held training for its agents to make test calls and try out the solution. Agents then made the transition from desk phones to softphones and to CoreNexa Contact Center. Foss reported the deployment went smoothly across the board. The sole question that agents who were new to CC asked on the go-live date was how to log in.

Contact Center's scalability is something that also appealed to Anteris. The business plans to start using scripts and screen pops soon as well as integrate Contact Center with a CRM. Besides swapping out their call center auto attendant, Anteris redid its announcements and loaded those into Contact Center. They hope to do more with advertising in the future. The company also plans to scale up and use omni-channel communications as well as expected wait time messages with IVR once they determine it's the right time.



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