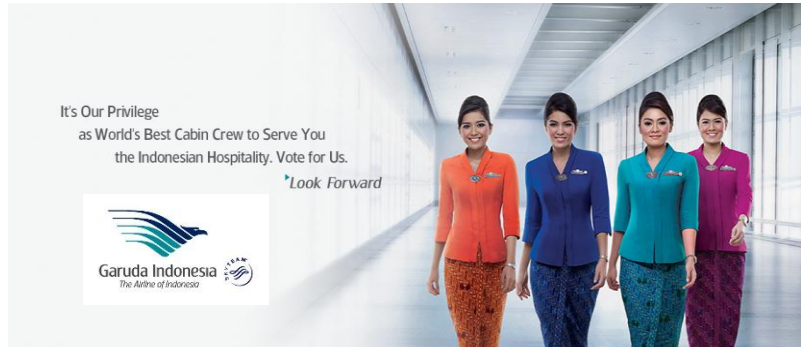


Garuda Indonesia Office (Singapore)

Garuda Indonesia is the national airline of Indonesia. The airline is rated as a 5-star airline by the international airline. Garuda Indonesia was awarded “The World’s Best Cabin Crew” for fourth consecutive years from Skytrax in 2017.



Garuda Indonesia office Singapore located in United Square Building continuously help boost Indonesia's economic, business, and tourism growth.

Solutions

Integrated NEC Smart Business Connect (BCT) Contact Solution, consisting of:

UNIVERGE SV9100 IP Communication Server with:

- ISDN Gateway
- NEC Terminal for Agents & back of House
- NEC Express5800 Servers
- Express Call Logger

Results and Derived benefits

- Improvement of agent performance on a daily basis through call activity tracking and reports
- Lower TCO (Total Cost of Ownership)
- Dynamic wallboards encourage healthy competition between agents with performance levels displayed in real-time
- Agents have access to Unified Communications functions like Presence Management and Instant Messaging, for them to seek guidance from supervisors
- Reduction of callers waiting time and improvement of staff motivation
- Voice logger helps to coach new agents on board and handle disputes
- Business and operation efficiency with One-Net as a One-Stop Solution Provider.

“ It’s thanks to ONE-NET’s in-depth knowledge of the airline industry and its dedicated team. One-Net have strong understanding of our operation and business needs, are we are very pleased with their customized NEC UNIVERGE communication platform and solutions to fully meet our requirement. We have successfully migrated with no downtime in operations.”

Mrs Aishah AlJufri
Reservations & Ticketing

Challenges

Garuda Indonesia Singapore office was looking to enhance their “Customer Satisfaction”, staff efficiency, continuous service growth and demands of global travellers.

Their current NEC Univerge SV8100 and ACD system was more than 10 years ago. This aging system cannot monitor traffic patterns, anticipate busy periods and adjust manning levels accordingly. It could not indicate how many abandoned calls from customers due to frustration of long queues. This has caused some challenges to provide an excellent service to their VIP business and leisure travellers.

All reasons for Garuda Indonesia Office (Singapore) to select a trusted and experienced partner to propose and implement an advanced Contact Centre solutions.

