



Case Study: Interact

When Interact, one of the UK's fastest growing outsourcing businesses, won two new clients in quick succession the clock started ticking. Both clients – a leading consumer electronics business and a big player in credit card processing – needed to establish a new home for their outsourced contact center operations within just eight weeks. And both needed to replace the complex case management solutions that would be lost as their existing outsourcing relationships came to an end.



The Solution

A unified agent desktop combined with a powerful workflow engine that Interact uses to build and maintain the complex service and sales processes that all its clients depend upon.

The Benefits



16% improvement in average handling time within the first six months



Invosys enables faster, smoother service by giving agents all the information they need in one place



Driven efficiency by increasing contacts-per-hour by 25%



Invosys gives Interact an IT platform that adapts to its changing needs month to month.



"We selected Invosys as Interact's technology provider from the start. It's flexible enough to accommodate a wide variety of client requirements and can be updated easily whenever those requirements change."

Sarah Leff, Operations Director



The Results

Having relied on the Invosys platform for several years, Sarah was confident its technology could deliver.

"The Invosys team liaised directly with the clients, managed every step of solution design and implementation, met every deadline and delivered on time. Both clients felt that the solution Invosys built for them not only matched but bettered what they had before. In each case, the solution was more robust and more intuitive for the agent to use, helping them to work faster and provide better service."

Sarah Leff
Operations Director



Get Started with Invosys

Our commitment to understanding unique challenges for customers, partners and resellers is unwavering. Reach out to our team at Invosys to learn how we're helping organizations like yours manage their UCaaS and CaaS platforms. We're committed to providing world-class solutions in the telco, UCaaS, CaaS space and more to create exceptional customer service and build genuine relationships based on trust. Take advantage of our solutions today by connecting with our team.

Ready to Transform Your Business Communications Like Interact?

Contact Us

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