



cc Nanda Sluijsmans

Municipality of Venlo uses Unexus Connect omnichannel environment

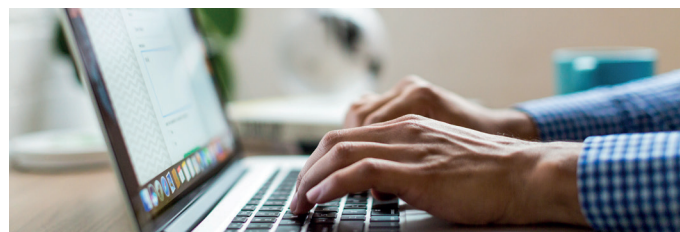
The Municipality of Venlo had been considering an omnichannel environment for some time. Through an extensive market consultation, the municipality's project group decided on Unexus. Rob aan de Brugh, Project Manager Information Management, tells us more in this interview.



Background

"We wanted a new communication platform in which we could also work with omnichannel. Especially telephony, email routing and web chat. We looked at other parties and searched the market for suitable solutions for our innovation strategy. We invited five companies to tender, with Unexus being one of them.

We asked several suppliers to present their own demo environment. After the demonstrations by the invited suppliers, we started our evaluations as a project group. Naturally, we looked at the desired functionalities, but also at the user experience. We deemed it important for the employees of the Customer Service Center to make this decision together. Unexus was the most attractive option."



Unexus Connect for Teams

"We want to switch to Microsoft Teams Calling. Thanks to our procurement of Unexus, we now have the possibility of fully integrating with Microsoft Teams. We intend to further implement calling with Teams in the coming period. The current telephony platform will then be eliminated. By deploying Unexus as an omnichannel environment, we're taking an intelligent step into the future."

Solutions

"We used to work with a Customer Service Center environment, but now we've switched over to an omnichannel environment. We've now incorporated the web chat, telephony and email routing channels into our omnichannel. We set up the Unexus platform for the Customer Service Center, and two months later also for the team mid-office social district teams.

With regard to integrations, we opted for a Microsoft Teams integration. This allows the Customer Service Center employee to see another employee's availability, both on the schedule and when he or she is on a call."



Benefits for Venlo:

- Easily scalable
- Call recordings
- Location independent
- Presence management
- Integration with Microsoft Teams Presence
- Option to set up Teams Calling



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