



Customer Case Study

De Sleutels

We spoke with De Sleutels for this customer case study. How do you organize hybrid availability and what challenges do you face when doing so?

This customer case study deals with availability management, versatility of your customer contact and continuous quality improvement. Keep reading to find out more!



About De Sleutels

Can a customer consultant work alternately from home and at the office while still always remaining available? Housing cooperative De Sleutels believed that this should be feasible, so it started working on its hybrid availability.

The customer consultants of the Customer Contact Center (CCC) used to have to work with cell phones, which made announced call forwarding impossible. That's why a working group began a search for a new telephone switchboard. Unexus was put on the shortlist, and De Sleutels has now been working hybrid with Unexus Connect for several months already.

The tenant as the guiding principle

The working group set to work with a concrete wish list regarding availability. Jouda el Bouazati, Customer Consultant at De Sleutels, was part of this working group. She says: "Optimal availability for tenants was and is the most important guiding principle. Even if part of the organization, or even the CCC, is working from home."

Additionally, announced call forwarding within the organization, seeing the presence status and VoIP calling were mentioned as important factors. These are all things that streamline and simplify working at the CCC and answering tenants' questions.



CCC employee
De Sleutels

Tenants as the core and guiding principle

Housing corporation De Sleutels believes in offering people a good home. Within the De Sleutels, the Customer Contact Centre is the first point of contact for tenants and candidate tenants. The social housing tenants are the very core of De Sleutels' customers.

In order to provide good service to these tenants and candidate tenants, the team in the CCC consists of nine people, at least six of whom are available every day. They handle repair requests, but also answer questions about payments, registrations and allocations. It's a wide range of tasks involving many departments. An internal communication platform where consultation calls, announced call forwarding and sharing the correct information with the right employees can play a major supporting role.

The eight solutions for De Sleutels

1. Comprehensive omnichannel customer contact platform for the CCC
2. Supervisor software for management and reporting
3. Microsoft Teams integration for the backoffice
4. Interview module
5. In-house emergency and first-aid service module
6. Integration with Outlook Calendar
7. Integration with Microsoft Teams
8. Web wallboard for tracking real-time results

Maintaining dialog about KPIs

The ability to conduct new real-time measurements over the Unexus platform has also given rise to many monitoring possibilities. De Sleutels' CCC has a self-directed team. They have now defined critical key performance indicators (KPIs), something which was not possible in the past because the measurements were lacking. Data regarding the number of calls, real-time information on a wallboard, etc. was all important for this. Monitoring will also be easier thanks to this.

Reports provide reference material for the team's management. "We are also doing call training," says Jouda el Bouazati, Customer Consultant at De Sleutels. At the end of the month, the team generates reports on how the colleagues scored on the KPIs. If colleagues don't achieve these, a mutual dialog is initiated. What type of training is needed, can coaching offer help? This way the team can continuously work towards improvement.

The service level is determined based on how quickly things are absorbed. But the CCC is more than just quantitative data. Jouda: "We also often compare the KPIs, which are numbers-based, to other factors." Is the issue related to staffing or other factors that the team can do something about? She continues: "We now have a call rating after every call, so that we can see the main topics people are calling about. This way we can perhaps offer a different solution than we would have otherwise offered."

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For the CCC, Unexus was an immediate relief. You can find all the information you need for effectively and quickly taking care of a call on one screen. Integration of the Outlook agenda and the current status of colleagues save a lot of time. This allows you to closely monitor your own results and those of the group!

- Jouda el Bouazati, Customer Consultant at De Sleutels.

Follow-up care and practical issues

The implementation of Unexus went very well. Says Jouida: "What I also appreciated very much was the follow-up period. We had a few practical issues after go-live that still needed to be resolved, which were efficiently handled. Emails with questions and other requests were promptly answered by the Unexus staff."

An internal survey was conducted after the implementation in order to ascertain the employees' needs. It came to light that the backoffice required more training. The follow-up to this survey is currently under discussion.

Being versatile and scalable

With this step towards a versatile and scalable customer contact solution, De Sleutels is opening up opportunities for expansion and further developments at the CCC and the backoffice. Ultimately, the organization wants to add more channels for tenants. This way they can choose their preferred communication channel themselves. The De Sleutels CCC therefore wants to eventually start using WhatsApp, as well as other channels later on. Then once this channel is stable, they will add another channel. Email routing is also part of the picture.



Head office
De Sleutels

Experimenting with data steering

With the previous telephony platform, De Sleutels had no numbers or data to guide them. Since the implementation of Unexus in March 2022, the housing corporation is experimenting with reports and clear KPIs. The platform is accelerating smart working practices and improved availability for the CCC. The Unexus platform was the first step towards data-driven working.



About Unexus

**We develop intelligent omnichannel contact solutions:
always available, reachable and constantly on the move!**

We are a passionate organization that develops customer contact solutions to help your organization operate better and in a more customer-friendly manner. Unexus has provided and maintained communication solutions for companies for over a decade. Good availability and optimal customer service are key words in this regard.



About Unexus

Unexus Connect is an omnichannel communications platform that connects, unites and routes all customer contact channels. Guaranteeing optimal customer contact is possible thanks to intelligent software and connections with your customer systems. This makes it much easier to see and monitor your employees' availability, thereby increasing the efficiency of the customer contact center. What's more, Unexus Connect is scalable, can be applied anywhere and can be customized to your organization's needs.

More information?

Would you like a demo or more information with no obligation? We will be glad to brainstorm the options with you.

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