

SUCCESS STORY | CHEMICAL

Leading chemical producer integrates Amazon Connect to embrace remote work's new normal

Building a business continuity plan to accommodate higher-than-normal call volumes



About the client

The client is the second-largest chemical producer in the world and a subsidiary of the largest customer-centric technology and services firm, operating six integrated production sites and 361 other production sites in more than 90 countries in Europe, Asia, Australia, the Americas, and Africa.

Requirement

With the widespread of COVID-19 pandemic, organizations are leaving traditional on-premise contact centers to work remotely and promote social distancing. With the enforcement of the government's lockdowns and social distancing norms in most countries, the client quickly needed a work-from-home (WFH) solution that ensures

business continuity to accommodate the higher-than-normal call volumes.

Solution

Servion is Amazon Connect's Standard APN Consulting Partner. By deploying AWS's cloud-based contact center Amazon Connect, Servion implemented a remote work-from-home solution in the shortest time, allowing the agents in seven different countries to stay safe at their homes and continue to address the spike in call volume.

Servion's rapid deployment of Amazon Connect offered:

- **Standard Contact Control Panel (CCP)**, a WebRTC softphone for incoming and outgoing telephony, that

enables the agents to attend calls using a browser on their laptops/desktops.

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- **Seamless call transfer** from the client's existing Interactive Voice Response (IVR) system to Amazon Connect, which would route the calls to remote agents, preserving the end customer experience.
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- **Mapping of DNIS** to agent queues and configuration of 450+ agents

Business outcomes

Servion offered a rapid transition to a work-from-home model in five business days. This comfortably led the agents into a new work-from-home scenario, without

compromising the customer and agent experiences. Our quick deployment strengthened the clients' ability to deal with the sudden spike in call volumes while ensuring agents' safety and business continuity. The key outcome includes:

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- **Quick deployment** in 5 business days
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- Migrated **450+ agents** to work from home
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- Supported agent logins from multiple countries
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- Improved responsiveness and agent availability
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- **24x7 access** to managed support services to monitor and support the remote contact center setup

For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running and optimizing Contact Centers and Customer Experience (CX) solutions. Our 1100 CX professionals apply their passion and deep domain expertise to the entire design-build-run-optimize solution lifecycle. For more information, visit <https://servion.com/>.



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