

SUCCESS STORY | TRAVEL

Leading travel technology company mitigates COVID-19 crisis with Remote Agent Connectivity

Ensuring business continuity with a robust Work from Home strategy

About the client

Leading global travel technology company with a 42-year history of powering a suite of brands and leading travel agencies around the world. A renowned specialist in air travel booking, corporate travel management, and automation of wholesale distribution of complex international airfares, this US-based company partners with over 450 airlines, over 1 million hotels, and hundreds of car agencies in North America, Europe, and Asia.

Requirement

The global travel and tourism industry has come to a complete standstill with the outbreak of COVID-19, due

to the suspension of flights, total or partial lockdowns of borders, and destination-specific travel restrictions imposed on almost 96 percent of all global destinations to contain the pandemic. The infectious disease has impacted the industry like no other event before in history, costing millions in jobs and revenue

With the enforcement of the government's lockdown, social distancing guidelines, and potential risk of spreading the infection among the contact center agent pool, the client immediately needed a work-from-home (WFH) solution that ensures business continuity to accommodate the higher-than-normal call volumes. Its operations went down to 10% capacity due to the inability to deliver voice to the home users. They urgently needed a solution that can be implemented in 2-3 days.

Solution

The client was looking for a trusted partner to mitigate loss of revenue and damage to the brand image with a rapid deployment of a remote work-from-home solution. Servion has been the clients' trusted CX partner since 2017 and was able to quickly implement a remote work-from-home solution in 3 business days, allowing their agents to stay safe at their homes and continue to address the spike in call volumes.

Servion's Remote Agent Connectivity solution included:

- **Cisco MRA Jabber:** Servion deployed the Cisco MRA Jabber connection on Windows desktop, Apple IOS and Android phones. This hybrid on-premises and cloud-based customer service model provides a secure connection inside and outside the enterprise. This device and operating system agnostic solution enables agents to attend calls from their home PCs or laptops without having to connect to the corporate network over a VPN.
- **Cisco Mobile Agent:** Unified Mobile Agent offers full Finesse agent and supervisor functionality on a smart phone. It provides agents with the flexibility to work from home with similar quality, function, performance, convenience, and security that is available in office.
- **Monitoring and quality assurance:** Servion's managed services team provides 24x7 monitoring and support for all solutions, while the agents use the applications from their home environment.

Business outcomes

Servion offered a rapid transition to a work-from-home model in 3 days, allowing the agents to work remotely without compromising the customer and agent experiences. The quick deployment equipped the clients to respond to the crisis timely and effectively while ensuring the agent's safety. The key outcomes include:

- **Quick deployment:** The initial configuration in New Jersey enabled 200 concurrent agents to work from home in three days. Later, the capacity was increased to 1000 agents with a redundant configuration of 1,000 agents in Texas over the next couple of weeks.
- Enabled a total of 2,000 agents to take **customers calls** remotely and comfortably, using just an internet connection, home PCs/laptops, and their mobile phones.
- **Compliance:** Servion's out-of-the-box solutions, approved by CISCO, meet all compliance requirements.
- Higher degree of **emergency response** and agent availability despite COVID disruption
- Ensured business continuity, **workforce mobility**, and agent safety
- Supported **highly-secure**, fully-encrypted communications even from home
- **Productive at-home work environment**, identical to the office, in terms of usability of tools and call quality.

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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