Ozonetel | Kanekt 365
KANEKT WITH YOUR CLIENTS

Kanekt365 Achieves 95-100% Answer Rate

The food delivery call center provides personalized customer service across 20k calls daily with 80-90% agent utilization.

Use case	Industry	Integration	Impact
Service	BPO	Custom CRM	50% lower OPEX

Challenges

Kanekt365 needed a cost-effective enterprise contact center platform that could match their speed and meet stringent service levels with zero downtime and high flexibility.

Solution

Ozonetel deployed a dedicated server for Kanekt365 to manage spiking call volumes. Also, Ozonetel's flexible pricing helped Kanekt365 address seasonal demand and fluctuations cost-effectively.

Results

Kanekt365 scaled up and down seamlessly to meet seasonal demand and peak periods across various time zones. Call handling and wrap times remarkably improved with zero downtime.

Chasing Consistency Across Each Conversation

Starting its journey in 2014, Kanekt365 has grown into one of the largest BPO service providers partnering globally with retail, healthcare, telecommunications, and public entities.

Kanekt365 required a call center solution that could help it achieve the highest service levels and above 90% answer rates to ensure customer satisfaction. A solution that guarantees 100% uptime and stellar efficiency that translates into high agent availability.

Shifting Gears to Superior CX

Ozonetel deployed a dedicated server to mitigate downtime helping Kanekt365 stay SLA compliant. Kanekt365 could streamline workflow through consolidation and automation, resulting in higher customer and agent satisfaction.

Accelerated Agent Handle & Wrap Times

With a custom screen pop offering 360-degree visibility into order bookings in one place, Kanekt365 monitored agent activities and performance effortlessly. Moreover, the one-click disposition feature enabled agents to wrap calls in 10 seconds or less, significantly increasing agent productivity.

Drag & Drop IVR for Faster Personalization

Kanekt365's client runs a restaurant chain in different time zones across the United States. Every time they add a new restaurant, with the help of Ozonetel's no-code, drag & drop IVR, the Kanekt365 team can quickly deploy IVRs on their own, accommodating time-based routing, customized greetings, and more.

Real-time Availability of DID Numbers

The Kanekt365 team needed multiple virtual DID numbers to redirect incoming customer calls automatically to the right agent based on their IVR inputs. With Ozonetel, the Kanekt365 team could obtain DID numbers within 30 minutes of request and seamlessly communicate with customers.

Flexible Billing for Seasonal Demand

Ozonetel's flexible pricing ensured that the call center could have the part-time agents needed to handle the extra call volumes without incurring additional cost-per-agent fees during low-demand periods.

Key Benefits

- 80-90% agent utilization
- 40% increase in agent productivity
- 50% lower operating costs
- Improved call handling & wrap times
- Ever-improving answer rates

Why Ozonetel?

- Plug & play solution
- Ultrafast implementation
- No long-term commitments
- Transparent pricing - no hidden charges
- 24x7x365 support
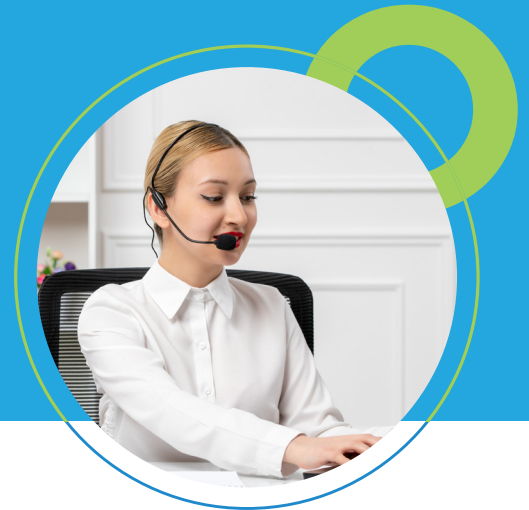
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> We partnered with Ozonetel back in 2019, and I can't thank them enough for their amazing services and ever-responsive support. Ozonetel's flexibility, adaptability, uptime, and reliability are precisely what made us achieve the goals and win the trust of our clients.

Mateen Akhtar Mughal
Director of Operations, Kanekt365

About Ozonetel

Ozonetel is an industry leader within the Customer Experience (CX) space, offering businesses a robust, omnichannel platform to manage end-to-end communication. The AI-powered platform has enabled 2,500+ businesses to manage and analyze interactions at every step of their customer journey — across both voice and digital channels.

Call us +1- 408- 440- 5445

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SCHEDULE DEMO

Ozonetel