



Revolution Phones Sutton CAB Case Study

“The VOIP system has considerably improved our organisational effectiveness”

Steve Triner,
CEO,
London Borough of Sutton CAB

The Existing System

CAB had a number of analogue lines provided by Virgin, who had adopted them from a long-gone local operator. The Gateway (call centre) had very limited functionality, and feedback from users was often negative because the system was so weak.

Call centre staff were frustrated by the lack of features and functionality, leading them to invent telephone strategies that enabled them to work to a fashion. However these strategies were labour-intensive and not fool-proof.

Statistical call data and supervisory controls were also difficult to manage.

The Requirements

- replace the existing system which was soon to be taken out of service
- change the inadequate Gateway call centre to an alternative with better functionality and reporting of statistical data
- provide a mix of desktop and DECT cordless phone handsets
- span the two offices in Sutton and Carshalton with a single, fully integrated phone system
- Transfer the existing (widely publicised) phone numbers
- staff training on the new call centre
- call handling via an auto attendant

The Solution

Phase I – A short trial in the Sutton office proved the complete compatibility of the Revo hosted VoIP system with the newly installed leased-line Internet connection.

Phase II – Deploy live system into the Carshalton office.

Phase III – Deploy live system into the Sutton office. Enhanced facilities in front of the call centre to signpost users to other resources including the CAB website, centralised CAB Consumer Advice Centre and other Sutton CAB partner organisations.

Full statistical reporting including, agent and supervisory reports

The IT department were also able to manage their own system via the UBOSS web portal.

Testimonial

“Revolution Phones migrated our call-centre telephony from a very basic system to a modern VOIP system. The migration – carried out with no disruption to our service – means that we can now offer our clients transfers to other services and we have comprehensive data about the calls. The VOIP system has improved our organisational effectiveness. We have appreciated the personal service provided by Revolution Phones who clearly understand our organisation. They have provided an excellent service and we have enjoyed working with Simon.”



Steve Triner, CEO,
London Borough of Sutton CAB