

# Flogas

Building a robust and efficient customer service operation with Microsoft Teams and Communications Center

## MOBILISING THE WORKFORCE

Flogas specialises in liquified petroleum gas (LPG) and electricity supply to B2B and B2C customers in the Republic of Ireland and Northern Ireland. It also has an energy business supplying natural gas and electricity to residential and commercial users.

Its telephony solution is mission critical to the way they conduct business as Flogas primarily interacts with their customers via the phone. Its existing system was starting to develop issues with reliability and also lacked business continuity and disaster recovery capabilities. The need for change was made more urgent by the pandemic. Along with upgrading to a new telephony platform they also needed to seek out a resilient and robust contact centre solution that would integrate into the new environment to deliver a great experience to their customers at all times.



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Brian Gahan, Head of IT  
FLOGAS



## INDUSTRY

Utilities

## GOALS

To mobilise 130 contact centre agents within days without impacting customer experience

## SOLUTIONS

Communications Center

Operator Console

QMS

## BENEFITS

- Improved customer experience through the ability to handle higher call volumes
- Intuitive and easy to use with agents up and running in a matter of days
- Enhanced insight into contact centre performance through detailed reporting
- Greater visibility of customer and agent interactions through call and screen recording
- Faster call handling times and reduced call abandonment with integrated operator console functionality



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## MAKING THE RIGHT CHOICE

To address this they decided to implement the Microsoft Teams UC platform running in the background, with the Enghouse Interactive Communications Center (CC) operating on top of it for all contact centre users, and the Enghouse Quality Management System (QMS) in support. In addition, Flogas added three operator console licences for its reception team to the set-up of CC.

The decision-making process was logical and intuitive. It was key that any chosen solution was affordable, easy-to-use and integrated fully with the Microsoft Technology Stack. The UC and contact centre solution also had to be cloud-compatible to enable remote working, along with the ability to work on different devices, from a corporate laptop to a tablet or a smartphone. And, it needed to integrate easily with customer service systems, particularly with customer records, to identify customers, as calls come into

the contact centre.

Flogas was also looking for the new system to deliver enhanced insight into the performance of its contact centre. It currently has 130 agents but little real awareness of agent performance, or handle on business metrics like first contact, or first call resolution.

The combination of Microsoft Teams and CC fitted the bill. "We took the decision to implement Communications Center and with Enghouse Interactive's help we were up and running in a matter of weeks, said Brian Gahan, Head of IT. "It was essential that there was minimal disruption to service especially during lockdown where demand was higher. We were able to mobilise our contact centre agents, maintain business continuity and keep customer service up and running at optimum levels within record time."

## RESILIENCE AND CONTINUITY IN CRISIS CONDITIONS

Flogas found the new CC solution easy and intuitive to use and was able to get up and running with it quickly. But to ensure supervisors and agents were using it to its full potential, Enghouse Interactive delivered complementary training, tailored to each job role. Enghouse showed flexibility in making active use of video calls to continue to deliver training remotely during the pandemic.

With CC now installed, Flogas has a single resilient and robust contact centre solution in place for the whole of Ireland. Agents are working remotely with no impact on their efficiency or productivity. They can now work in a more agile manner because calls can be quickly

and easily passed between them. And with integration to Microsoft Teams there is more visibility about which agents are available at any one time and how many calls are being held in a queue, for example.

CC has also allowed administrators to set up call queues, without requiring the wider IT team to get involved. This is especially useful at times of high call volumes or sudden activity spikes. Changes can be made quickly without the IT team becoming a bottleneck.

Flogas also benefits from the Enghouse Interactive Quality Management Suite (QMS) especially when it comes to monitoring agent performance.





“Using QMS, our supervisors have access to reporting, enabling them to monitor the quality of service delivered to customers. The solution enables supervisors to listen to interactions and provide feedback but it also allows them to identify areas for agents to concentrate on and improve on, which helps with training, but it also helps them to identify and celebrate examples of great customer service.”

Brian Gahan, Head of IT  
FLOGAS



Finally, the ability to use operator consoles has proved to be a further key benefit for Flogas. When a call comes into an operator it allows them to see who is available and who isn't and then transfer the call to an agent with the right skillsets to resolve the enquiry. It has also provided faster call handling times, reduced call abandonment and a lower overall cost of service.

“The new contact centre solution from Enghouse gives us the ability to improve turnaround times for customer queries and interactions and reduce the cost of our customer engagement more generally,” added Gahan. “Also, the reporting capability has provided greater insight into our contact centre performance and visibility over the volume of calls we deal with everyday, which in turn has helped us to drive down costs.

## DRIVING EFFICIENCIES ACROSS THE CUSTOMER JOURNEY

Looking to the future, Flogas plans to evaluate and, where necessary, reconfigure the customer journey through the contact centre in a bid to provide a more seamless customer experience. They are looking to introduce higher levels of automation where possible, making self-service options more accessible for routine processes like meter readings and paying balances and developing automated payments and an automated ordering process to validate orders in advance of the agent connecting, based on caller

ID or security questions.

“Moving forwards,” added Gahan, “we believe the new solution will also give us the opportunity to open up other channels of communication over and above telephony, such as email, social media channels and web chat, and expand the scope of our whole approach to customer engagement. We are looking forward to working with Enghouse to ramp up our contact centre capability further over time.”



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## ABOUT ENGHOUSE INTERACTIVE

Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles, video collaboration and workforce optimisation. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor.

These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.