

Case Study

Risetek Global

Watch Video Testimonial 

Business Type

Car Parking Enterprise

Website

risetekglobal.com

Location

United States


Business Need


Empower employees with Gamification
Omnichannel solution to increase availability
Real-time dashboards and detailed reporting

Connex One Solutions

 Omnichannel

 Athena AI

 Quality Management

 Form Builder

 Marketplace

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Tika Solis,

Call Centre Manager

"I find it more user-friendly. Agents enjoy the aspect of being able to change the theme."

Alex Watson,

Call Centre Manager



Risetek Global's Strategic Alliance with Connex One: Fueling Growth and Excellence

About Risetek

RISETEK delivers customized intelligent solutions for parking and transportation that leverage real-time data from a diverse range of technologies. Our team has decades of real-world operational experience that allows us to work with our clients to design a custom solution that actually helps their operation. We are not a cookie-cutter technology company.

Our ability to work with our clients' existing technology results in cost effective and less disruptive solutions. We provide and integrate cutting edge technology into existing operations, making it the perfect partner for your program.

The Challenge

Deeply rooted in providing tailored solutions, Connex One emerges as the ideal technological partner for Risetek's unique needs. The company, originating in a small office in Chattanooga, Tennessee, expanded its horizons across multiple states and globally with Connex One. The challenge was to sustain this growth, address client needs, and ensure a seamless experience for the dedicated team of agents.

Case Study

Results

Tika Solis, Call Center Manager at Risetek Global, acknowledges Connex One's pivotal role in this journey. "Connex One has provided us with a platform that has allowed us to continue our growth within the company. For our agents who utilize the system daily, it has been instrumental."

Under the dynamic leadership of Gayle Cathey, Director of Call Center Services, Risetek Global seamlessly transitioned from a previous software provider to Connex One, starting with only four lines. The company has since grown to 74 individual phone lines, showcasing the flexibility and agility of Connex One in adapting to evolving requirements.

Alex Watson, Call Center Manager, highlights the user-friendly nature of the Connex One platform, enhancing agents' daily workflows. "I find it more user-friendly. Agents enjoy the aspect of being able to change the theme." Essential functions such as reconfigurations, monitoring queue calls, abandoned calls, and call-back features contribute significantly to successful customer satisfaction.

Growth and Future

The platform's flexibility and customization empower Risetek agents to deliver exceptional service on the frontlines. The innovative "whisper" feature guides agents through challenging calls, ensuring real-time support during intense customer interactions.

Omnichannel Impact:

Connex One's integration of chatbots significantly reduces wait times, providing a streamlined experience. Automated self-service solutions allow agents to focus on complex cases, enhancing customer interactions and satisfaction.

Cost Savings

Looking ahead, Risetek Global anticipates the impact of new AI features within workplace systems, enhancing the agents' day-to-day experience, further elevating quality and productivity.

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Gayle Cathey

Director of Call Center Services

Conclusion

Throughout the journey, Connex One's support team has been a beacon of reliability. Tika Solis applauds, "The Connex One team has been fabulous, out of all my vendors, it's the best one. I get responses, I can fill out tickets, I can prioritize it." The unparalleled support and cost-effective solutions provided by Connex One have made them an invaluable partner in Risetek Global's 24/7 operation.

Risetek Global confidently asserts that partnering with Connex One has not only met but exceeded expectations. The platform's offerings and support have propelled the company's growth, and the possibilities for the future are endless. The partnership has been a journey of growth, efficiency, and unparalleled support, and Risetek Global looks forward to continued success in the future.



Shaping the future of customer engagement

To learn more about how Connex One is helping businesses to reshape their customer journeys:

visit: www.connexone.co.uk

get in touch with our team at hello@connexone.co.uk or request a free demo of our platform [here](#).