

Case Study

RiseTek Global

Watch Video Testimonial 

Business Type

Car Parking Enterprise

Website

risetekglobal.com






Location

United States

Business Need

Empower employees with Gamify
Omni solution to increase availability
Real-time dashboards and detailed reporting

ConnexAI Solutions

-  Omni
-  Athena
-  Quality
-  Form
-  Marketplace

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Tika Solis,
Call Centre Manager

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Alex Watson,
Call Centre Manager



Rise Tek Global's Strategic Alliance with ConnexAI: Fuelling Growth and Excellence

About Risetek

RISETEK delivers customised 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 programme.

The Challenge

Deeply rooted in providing tailored solutions, ConnexAI emerges as the ideal technological partner for Rise Tek's unique needs. The company, originating in a small office in Chattanooga, Tennessee, expanded its horizons across multiple states and globally with ConnexAI. 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 Centre Manager at Rise Tek Global, acknowledges ConnexAI's pivotal role in this journey. "ConnexAI has provided us with a platform that has allowed us to continue our growth within the company. For our agents who utilise the system daily, it has been instrumental."

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

Alex Watson, Call Centre Manager, highlights the user-friendly nature of the ConnexAI 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 customisation empower Rise Tek 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.

Omni Impact:

ConnexAI'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, Rise Tek 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 Centre Services

Conclusion

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

Rise Tek Global confidently asserts that partnering with ConnexAI 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 Rise Tek Global looks forward to continued success in the future.