



## Maintaining Market Leadership Through Improved Customer Service at Lower Costs

Success Story

### Business Challenge

Provide competitive telecommunications services, including quickly identifying and addressing the root cause of mass outages and communicating effectively with customers about the impact and repair time.

### Solution

Unisys Application Services to identify a mass outage and direct the field service teams to the point in the distribution network where the actual problem occurred, flag all customers affected by this problem; when customers call in to report an individual outage, they are informed by the IVR about the mass outage and the expected repair time.

### Results and Benefits

- Reduced calls routed to agents by 80% since customers calling in to report an incident are automatically informed by the IVR if affected by a mass outage
- Lowered the average call time by 50% because agents automatically get information on relevant mass outages as soon as an affected customer is connected through
- Eliminated 80% of individual field service visits at customer sites

*“Our customers rely on us for excellent telecommunications services. Thanks to Unisys, when a mass outage occurs, we are able to quickly identify and address the root cause as well as to inform callers through our Integrated Voice Response system about the expected repair time.”*



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