

Microster Pty Limited

Voice-Enables Workforce Management Solutions with Syntellect CT ADE

CHALLENGES

Transport companies and port operators spend their time managing numerous variables. One of the biggest challenges they face is ensuring that the correct number of workers are available each time a shipment arrives to handle its cargo quickly and efficiently. In the transport business, delays are expensive and customers are fickle, so getting cargo where it needs to be, on schedule, is critical.

Microster is an Australian-based provider of strategic Workforce Management Systems that enable organizations to proactively control labor costs, optimize staff utilization, improve quality of service and minimize administration. To better serve their clients in the transportation and logistics industry, Microster wanted to enhance their software with interactive voice response (IVR) capabilities that would efficiently communicate variable work schedules to transportation company employees and ensure their availability for specific shifts.

Microster sought a development and deployment solution that would enable them to quickly launch this new product and offer it at an attractive price point to provide a rapid return on investment for their customers.

“The Microster IVR system is an important and efficient means by which labour allocation at the Ports can be communicated to the workforce.”

GEOFF BARNES
DP WORLD

SOLUTIONS

Microster used Syntellect CT ADE™ to develop and deploy an IVR module that enables phone-based work scheduling communications. The module enables employees to call in 24 hours a day, enter their identification information, and access their work schedule for the next 3 days. Employees can also report any unavailability for the following week, i.e. vacation days, appointments etc., and the workforce availability database is automatically updated. When additional employees, are needed, the system conducts outbound calls to individuals in the labor pool asking if they can work specific shifts until the quota needed is



CASE STUDY overview

INDUSTRY
Technology

CUSTOMER PROFILE

Microster is an Australian-based organization delivering and supporting strategic Workforce Management Systems to medium-to-large government and private organizations

GOALS

Enhance software with IVR capabilities that would efficiently communicate variable work schedules to transportation company employees and ensure their availability for specific shifts

SOLUTIONS

Deploy CT ADE to develop and deploy an IVR module that enables phone-based work scheduling communications

BENEFITS

Reduced the time, cost and complexity of managing on demand staffing issues

Launched new product in 3 months

Quickly and easily deliver new enhancements to better serve customers on an ongoing basis

Limit development costs and maximize margins



THE BOTTOM LINE

“CT ADE was instrumental to the successful launch of our new IVR offering, it enabled us to quickly develop an extremely robust, elegant solution and offer it at a great price point.”

MICHAEL BOWMAN
MICROSTER PTY LIMITED

reached. The system can also be used to schedule employee wake-up calls minimizing tardiness, and to send out general employee notifications to keep everyone abreast of company news and events.

CT ADE provided Microster with high-level programming APIs and pre-built libraries for tightly integrating voice capabilities into their workforce management software. Microster developers used CT ADE's powerful programming tools to quickly build the IVR solution's application logic and took advantage of its native APIs for controlling telephony resources to answer calls and interpret the information employees entered onto the telephone keypad. The solution was deployed with Dialogic® telephony cards on dual rack mount servers running Microsoft® Windows®.

RESULTS

Microster's IVR solution reduces the time, cost and complexity of managing on demand staffing issues. Leveraging CT ADE's rapid development capabilities, Microster was able to launch this new product in just 3 months. Additionally, they will be able to quickly and easily deliver new enhancements to better serve customers on an ongoing basis. By using Syntellect CT ADE, Microster was able to limit development costs and maximize margins. At the same time, they were able to achieve their objective of providing customers with a valuable solution at a price that generates rapid customer ROI.

DP World, the company that handles approximately 50% of all container shipments into and out of Australia, was one of the first companies to benefit from Microster's new offering. They implemented the IVR solution to manage staffing at their Sydney, Melbourne, Brisbane and Fremantle locations and to communicate work requirements to over 2,000 employees on a regular basis. DP World employees quickly embraced the convenience of using the IVR solution, which now handles between 1,000 and 2,000 calls per day. Replacing their manual contact methods with an automated IVR solution generated significant time and cost savings for DP World who realized a ROI in just nine months. This solution has also been implemented by Golden City Support Services in Bendigo Australia and is quickly becoming an important product in Microster's workforce management portfolio.

ABOUT SYNTELLECT

At Syntellect, we help our customers create, maintain and continuously improve superior end-to-end service for their customers. With over two decades of pioneering leadership and thousands of solutions deployed globally, Syntellect is a premier provider of enterprise-class contact center solutions for the utilities, financial services, government, high-technology, help desk, consumer products and healthcare industries.



VOICE



EMAIL



WEB



FAX



TASK

CORPORATE OFFICE

16610 North Black Canyon Highway
Suite 100
Phoenix, Arizona 85053

TEL 800.788.9733
WEB SYNTELLECT.COM

INTERNATIONAL OFFICE

Chelford House,
Hampshire International Business Park
Crockford Lane
Basingstoke, Hampshire
RG24 8WH

TEL +44 (0) 1256 685100
WEB SYNTELLECT.COM/INTERNATIONAL