

Porter-Cable and Delta Machinery

USE THE XMU TO DIRECT CALLERS TO THE RIGHT SERVICE REPRESENTATIVES



Overview:

For over 90 years Porter-Cable and Delta Machinery have been manufacturing exceptional power tools, equipment and accessories. From their corporate head office in Jackson, Tennessee, their call center provides customers with excellent customer service including: order placement, pricing, product availability, shipping complaint resolution, return material authorizations and technical support. They are using the Interalia XMU to transfer incoming callers to the right customer service representative.

Problem:

The company found that calls coming into the call center were often being transferred to the wrong service person. This caused caller frustration and meant service representatives spent too much time transferring calls instead of helping customers.

Solution:

Porter-Cable and Delta Machinery worked with Expanets to install an Interalia XMU system that front-ended their Siemens Hicom 300 Version 1.0 switch. Within 30 days the XMU was front-ending calls and directing callers to the right service representative. To make the solution work, Expanets set up 4 DNIS digits to point the calls to the proper messages or menus, changed some of the menu prompts, and added display phones. Brent Holland, Porter-Cable Customer Service Manager says the features they especially like about the XMU is the call coding and increased call history for tracking purposes.

Obstacles:

No major obstacles were encountered with the installation. However, initially Expanets used 3 DNIS digits to point calls to the proper messages, but they eventually had to change it to 4; and some of the old menu prompts were updated to route calls properly.

Benefits:

The call center found the XMU helped increase caller satisfaction, reduced customer wait times and reduced transfer rates. As a result the company estimates they save about \$60,000 US annually, and have a 30% increase in productivity. It has also made staff happy as workloads are reduced which allow them to spend more time being responsive to client needs rather than wasting time simply transferring phone calls.

Company:

Porter-Cable and Delta Machinery are part of the Pentair Tools Group which have been manufacturing exceptional power tools, equipment and accessories for over 90 years. Based out of Jackson, Tennessee, the company has 1100 employees with 40 staff directly supporting clients through their call center.

Porter-Cable and Delta Machinery tools are used for almost every situation; from new home construction to building maintenance, farms to upscale wood working. Seasoned and even casual weekenders use Porter-Cable tools to get the job done right. For more information please visit their website at www.portercable.com.

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