

Enabling remote contact centre agents with speed

Nexans Olex's smooth 48-hour shift to a cloud-based contact centre

Customer story snapshot

Customer: Nexans Olex
Industry: Manufacturing

Overview

A lot can be achieved in 48 hours – even at the start of a pandemic – as Nexans Olex discovered when they moved their entire Australian contact centre operations off premise and into their employees' homes.

Within two days, Nexans Olex's employees were up and running from home with tablets and headsets – all enabled virtually, meaning no-one had to risk going into an office.

Facilitated by Optus Enterprise, the deployment of the Optus Cloud Contact solution, powered by industry-leading NICE inContact, was the first of its kind in Australia.

Challenge

With the onset of the pandemic, the key priority was employee safety, but Nexans Olex also recognised that business continuity was critical and that they would need to keep the lines of communication open for their customers and other stakeholders. The existing on-premise solution was clearly not going to cut it.

Solution

By partnering with Optus Enterprise, Nexans Olex can continue to support its customers and employees as the dynamics associated with COVID-19 continue to evolve.

So while employees in some states have returned to the office, the company is confident that should circumstances change, they are now equipped with a solution that will enable them to pivot quickly to full remote working again with no interruption to business continuity or customer service.

Key benefits

- Improved customer service with convenient voice and digital channel access
- Continuous performance improvements with KPI-rich reports and dashboards
- Ongoing success with expert services for turn up, education and advice
- No upfront costs, implementation, software, support and training.

Did you know?

Nexans Olex's history goes back to 1940 when the cable industry was first established in Australia. Two great Australian companies, Olympic Consolidated Industries Limited and Nylex Corporation Limited, pioneered cable production within a few months of each other – Olympic producing Australia's first vulcanised rubber insulated cable and Nylex producing a range of plastic insulated cables for the armed services during the World War.

Find out more

To discuss how Optus can help you with innovative Contact Centre solutions, contact your Optus Account Manager or call the Optus Enterprise hotline on 1800 555 937.

To find out more, speak to your Optus Account Manager today.

- 📞 1800 555 937
- 🌐 optus.com.au/enterprise
- 📧 [@optusenterprise](https://twitter.com/optusenterprise)
- ✍️ yesopt.us/blog

This is Enterprise.
This is Optus.

OPTUS

Nexans
Olex