AVAYA DevConnect
Technology Partner

Inisoft

Inisoft and Avaya Help MTESS Streamline Its Contact Center

Features of the Syntelate XA implementation for MTESS include:

- Integration with Avaya Aura® platform
- Multilingual (French and English)
- Administrative tools for email queue
- Modern email editor with dynamic snippets
- Email prioritization settings
- Real-time and historical dashboards for SLA and AHT
- User-friendly unified agent desktop

Delivers customizable web-based solution to transform email customer engagement

Ministère du Travail, de l'Emploi et de la Solidarité sociale (MTESS) is a large Canadian government agency with more than 5,000 employees. It provides employment services and social assistance programs to the 8.6 million citizens living in Québec.

Challenge

Each day, the MTESS contact center handles high volumes of client email. Limitations in its contact center software were preventing agents from meeting service objectives, lowering employee satisfaction, and creating a high rate of employee turnover. A cumbersome queuing process made email distribution to agents in specific skill set groups difficult, while the agent desktop editor included poor text manipulation support. This led to quality issues and unhappy agents.

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Solution

MTESS required a solution that was up to the task of handling the daily volumes of email. Priorities included integration with the MTESS Avaya Aura® system, customization features, a French language user interface, and an improved email editor. Avaya suggested MTESS contact long-time Avaya DevConnect Technology Partner Inisoft, to request a demo of its customer engagement software Syntelate XA.

With more than 30 years of experience developing contact center technology solutions worldwide, Inisoft was able to demonstrate how its Syntelate XA solution could resolve the operational and technical challenges at MTESS.

"Visually, Syntelate XA was impressive," said Frédéric Dussault, Directorate of Telecommunications and Governance of Technological Infrastructure at MTESS. "Functionally, what immediately appealed was that the product was web based, and more importantly, it could be easily customized to help us overcome the limitations we faced."

Results

Syntelate XA delivered over and above the requirements from MTESS, streamlining workloads, increasing efficiency, and providing better insight and visibility for SLA metrics. Since the Syntelate XA implementation, MTESS has seen positive impacts to employee satisfaction and performance. Agents are happier working with the user-friendly desktop and workflow improvements, helping them easily complete their work and to a higher standard than the previous system.

"The Syntelate XA Agent Desktop has made it easy for agents to modify the text layer, add snippets, and add notes for their supervisor," said Dussault. "Our agents have told us they are much happier using the Syntelate XA Agent Desktop, so we're anticipating that the improved user interfaces and editor will help with employee retention."

Agents aren't the only MTESS employees benefiting from the new system. Supervisors and managers are seeing operational improvements as well.

"We would recommend Inisoft and their product, Syntelate XA, for several reasons. The visual design of the interface is great, and the product can be customized to meet your needs. Implementation was fast and straightforward, especially for the integration with the Avaya Aura [system]."

—**Frédéric Dussault,** Directorate of Telecommunications and Governance of Technological Infrastructure, MTESS

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The advanced user permissions configuration and email prioritization control in Syntelate XA helps MTESS supervisors route customer interactions to the right agent group at the right time. With appropriately scoped roles, agents' workflows are streamlined allowing them to handle more email messages. And managers are using the Syntelate XA administrative and reporting features, keeping abreast of the message queue through the Dashboard Desktop, and managing spam, priority levels, and user permissions and roles with the Configuration Desktop.

"The fact that Syntelate XA is web based meant not only that implementation was fast, but also far simpler for our requirements than it would have been with a desktop solution," said Dussault. "Another valuable benefit for us came from their superb project contacts—they provided us with a dedicated professional services consultant and French-speaking product support specialist."

Learn More

To learn more about Avaya solutions and DevConnect Technology Partner Inisoft, contact your Avaya Account Manager or authorized Avaya reseller. Or visit us online at www.devconnectmarketplace.com.

About Inisoft

For more than 30 years, Inisoft has specialized in tailored contact center solutions that empower agents and provide a great customer experience. With headquarters in the United Kingdom, and a network of professional services staff, Inisoft provides organizations worldwide with high quality software solutions backed by exceptional client services, support, and documentation.

For more information, visit **www.inisoft.com.**

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About DevConnect

DevConnect is Avaya's developer and technology partner program, part of the Avaya Experience Builders network of Avaya experts, partners, developers, and customers. This unique global collaborative is exceptionally positioned to deliver the next-gen customer and employee experiences that businesses need through the Avaya OneCloud AI-Powered Experience platform. Membership in the DevConnect program offers access to a wide range of developer resources including documentation APIs and SDKs. Technical support and training, as well as compliance testing and co-marketing benefits are available to enhanced level members. To learn more or register for membership, visit **www.devconnectprogram.com.**

About Avaya

Businesses are built by the experiences they provide, and every day millions of those experiences are delivered by Avaya Holdings Corp. (NYSE: AVYA). Avaya is shaping what's next for the future of work, with innovation and partnerships that deliver game-changing business benefits. Our cloud communications solutions and multi-cloud application ecosystem power personalized, intelligent, and effortless customer and employee experiences to help achieve strategic ambitions and desired outcomes. Together, we are committed to help grow your business by delivering Experiences that Matter.

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Experiences That Matter

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