atomian

Business Case Telephone service

Where can this business scenario be applied?

- **Internal Call Center/ External Call Center**
- **Internal Customer Services Department**

What's the situation?

A company manages a telephone service department with 20 people, each answering 50 queries per day. The average time of each call is 4 minutes, and the cost for the business is €30 for each hour worked by an employee.

20 telephone operators spend 67 hours receiving calls every day, at a total daily cost of €2,000 for the company.
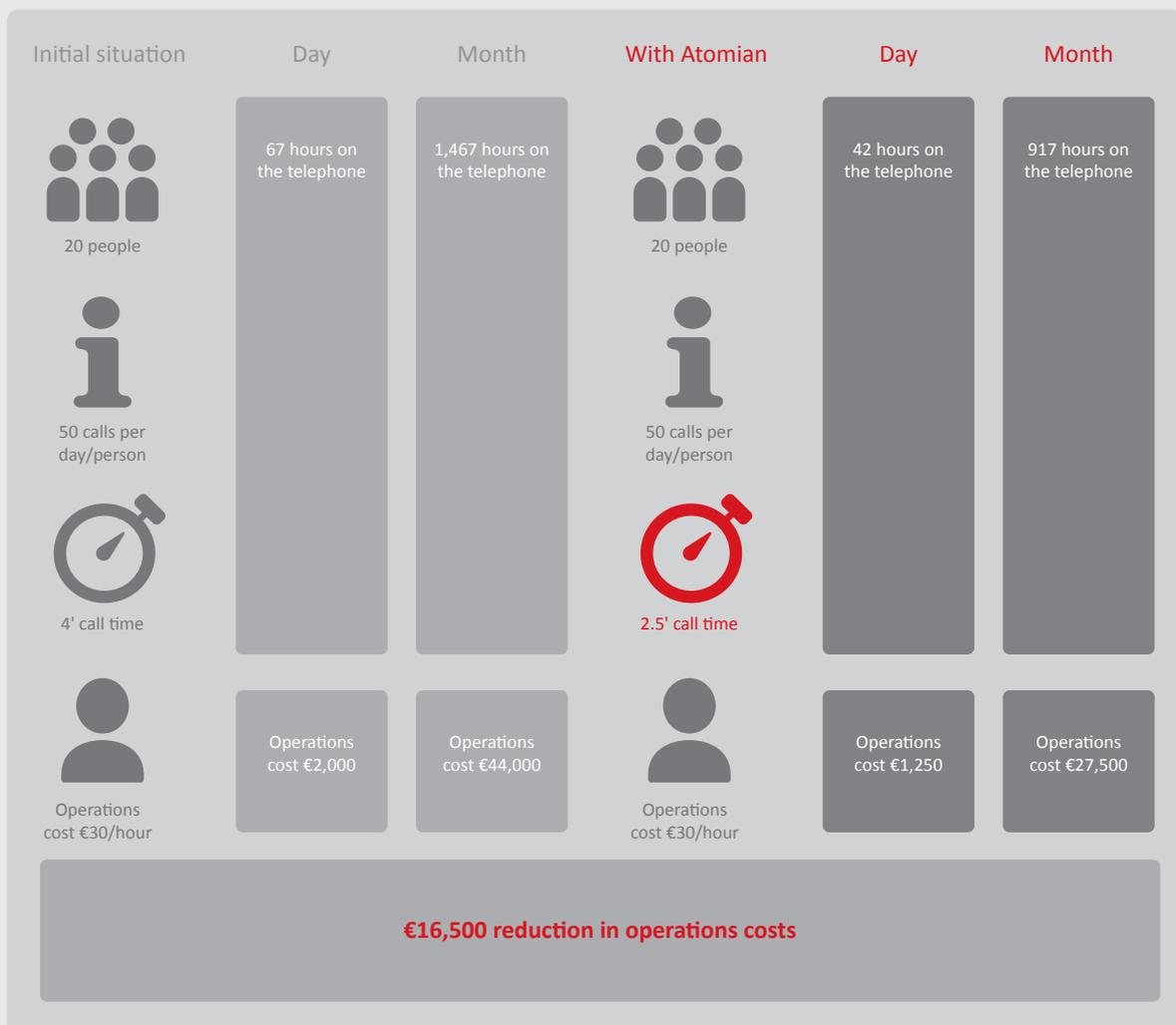
These employee costs rise to €44,000 by the end of the month.

What if Atomian is made available to the telephone operators?

The 20 telephone service employees can now use Atomian software and carry out cognitive searches with access to the entire company database. They can provide a significantly faster response with this tool, and the call time is shortened from 4 to 2.5 minutes.

The call operators require significantly less time to answer the same questions. They only need 42 hours per day with Atomian, and the daily operations cost in the company is reduced to €1,250.

The total monthly cost is €27,500, and the difference provided by Atomian is €16,500.

Initial situation	Day	Month	With Atomian	Day	Month
20 people	67 hours on the telephone	1,467 hours on the telephone	20 people	42 hours on the telephone	917 hours on the telephone
50 calls per day/person			50 calls per day/person		
4' call time			2.5' call time		
Operations cost €30/hour	Operations cost €2,000	Operations cost €44,000	Operations cost €30/hour	Operations cost €1,250	Operations cost €27,500

€16,500 reduction in operations costs

What additional benefits can be gained with Atomian?

We provide higher service standards with the same individuals. The same telephone operators in the in-house team can answer 30% more queries, which raises the number to 65 for each employee on a daily basis. This represents a 6,600 increase in queries every month.

This application ensures greater efficiency in the telephone assistance department, with faster and more precise answers, reducing the number of redials to clarify unresolved issues and helping new staff to respond to questions from the first day of employment, without the need for training.

Other Benefits

New people
New employees can start work immediately.

65 calls per day/person
We can increase daily calls by 30%.

€0 training costs
Training is not required. We all know how to ask for information.

Less redials
We reduce the number of redials for pending queries.

Other tools
Other software applications are not required.

Higher efficiency
An increased efficiency ratio, with precise answers.