

ADAPT BRINGS AUTOMATION AND INSIGHT TO SEVERN TRENT WATER.

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Adapt integrates with Avaya reporting platforms providing tools to automate the extraction, processing, distribution and storage of contact centre data.



Severn Trent Water is one of the largest regulated water companies in England and Wales, providing services to more than 4.3 million homes in the Midlands.

SITUATION.

Severn Trent Water were exploring opportunities to develop an in-house reporting dashboard for use by management and executive teams to assess contact centre performance. For such a project, integration of data points from multiple sources including; social media, multi-channel, quality scoring, and other internal applications was critical to providing a unified view.

Severn Trent Water identified solutions for each channel with the exception of telephony data. Here, knowledge and product limitations of the Avaya IQ platform forced the import of IQ data into Severn Trent Water's SQL Server data warehouse to be performed manually. This process required resource to perform the import and, critically, resulted in out of date data appearing in the reporting dashboard and thus was not considered a long-term solution.

SOLUTION.

Grey Space identified the Avaya IQ Data Export Webservice could be leveraged to export IQ data and proposed use of Adapt to integrate with Avaya IQ to automate the import of IQ data into Severn Trent Water's SQL Server data warehouse.

Supporting the identification of key data for use in the reporting dashboard, Grey Space designed, implemented and deployed custom IQ data export reports to support IQ integration with Adapt and the reporting dashboard.

With Adapt in place, Severn Trent Water gained full control over data import, export and scheduling of telephony data.

CONCLUSION.

The automation provided by Adapt resolved the issue of the reporting dashboard showing out of date data and plugged a costly resource gap, while the Adapt administration interface provided the flexibility for Severn Trent Water to integrate Adapt with future solutions.

Beyond Adapt, Grey Space brought Avaya product knowledge to the table that "unstuck" the reporting dashboard project, providing context and effective presentation of the Avaya IQ data, enabling Severn Trent Water to focus on delivering other components of the project successfully.

"Your knowledge and subject matter experience was excellent. We appreciated your approachability and ability to answer queries and questions, and the detailed explanations you gave to the team which were easy to digest and allowed us to understand how the Adapt software works and was implemented."

- Rajesh Hallan, Project Manager