



www.rentalcars.com

Industry:

Travel/Transportation

CTI platform:

Mitel

Number of agents:

800

Teleopti Products & Services:

Base

Lifestyle Package

Performance Manager

Agent Schedule Messenger

Real Time Adherence

Payroll Integration

Training Planner

Competence Manager

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Teleopti gives us the confidence and day-to-day ability to manage our diverse community of multiple divisions, cultures and languages.

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Rentalcars.com goes further with Teleopti in 24hour multi-lingual contact center

Rentalcars.com is the world's largest online car rental service, arranging more than 7.5 million rentals a year in over 49,000 locations worldwide. Having implemented Teleopti WFM in 2015, Rentalcars.com can now effortlessly produce effective, flexible work schedules for over 800 agents and manages seasonal peaks and troughs from one single, integrated system running on Mitel. Innovative action to engage employees - such as through office refurbishments and introducing agent self-service tools - has seen agent empowerment improve and employee retention rates increase by 20%.

Challenges

- Scheduling acceleration - Previously, 2 weeks of scheduling for only 130 people could take 4–5 days to produce in Excel, resource planners wanted to replace this with an efficient, automated system.
- Peak performance - Due to the difficulty and expense of finding knowledgeable, experienced temporary agents for the peak 8-10 week summer period, Rentalcars.com wished to ease the scheduling of staff overtime for this busy period.
- Forecast further - To handle such contact volume seasonality, Rentalcars.com needed to extend its forecasting abilities past the 6-8 months predictions available with manual forecasting.
- Empower the employee - The company wished to satisfy its predominantly young workforce by improving absence processes and scheduling communications.

Solution

- Control and clarity - Automation, provided by the Teleopti WFM solution, puts the resource planning team in control of scheduling and gives contact center managers complete visibility of their operations.
- Future foresight - Using the Teleopti forecasting module, the center can predict seasonal peaks and planners are now 3 years ahead.
- Absence approval - Automation has dramatically increased turn-around times for absence requests, now it typically takes 5 working days for periods during non-published work schedules and only 4 hours for absences requested in the next 48 hours.
- MyTime MyLife - The implemented self-service portal lets agents see their work schedule, make absence requests and take control of their work-life balance, wherever they are.
- Increased ability to multi-skill - The company can accurately skill new staff across 2 weeks of scheduled graduation bay, making sure they receive enough training in each of the areas they will work with.

