

South African Electric Utility Company Revamps Communication Experience with Yeastar



netVendor



HQ:
South Africa



Employee:
200+



Branch:
2



Website:
netvendor.co.za



Background

netVendor is one of the most innovative and efficient vending and metering companies in South Africa, supporting prepaid water, prepaid electricity, and gas. With over 50 years of combined experience in the prepaid industry, netVendor enjoys a National and International footprint in Africa and Australia.

Challenges

netVendor runs a call center that operates from 8 AM to 8 PM, seven days a week. Due to the long service hours, they were facing **challenges in monitoring agent performance** and ensuring all client calls were promptly answered.

To tackle this issue, netVendor planned to upgrade their phone system. The new solution must have robust call center features and flexibility to allow them to handle incoming calls to the business hotline outside of regular office hours.

Solution

After testing and trying various solutions available on the market, netVendor ultimately chose the Yeastar **P-Series Cloud Edition (Ultimate Plan)**. They were impressed by its extensive range of features, including the Linkus Mobile Client. This particular feature enables employees to access the phone system from anywhere, as long as there is an internet connection.

Feature Highlights



Linkus Mobile Client



Call Center Console



Video Call & Video Conferencing



IVR, Ring Group & PIN List

Waiting Calls (1)				
Caller	Callee	Status	Time	Details
2001	Customer Service [1000]	Waiting	00:00:16	External, Waiting in Q...
2002	Customer Service [1000]	Ringing	00:00:25	External, Waiting in Q...

Active Calls (3)				
Caller	Callee	Status	Time	Details
2003	Carlos Mendez [1007]	Talking	00:02:49	External
2004	Rafael Reid [1001]	Talking	00:03:18	External
2005	Sarah Blaesee [1002]	Talking	00:04:53	External

Call agent
1000
Static Agents

Results and Benefits

✓ Easier tracking and monitoring

netVendor's management expresses particular satisfaction with Yeastar's admin interface and features. For example,

- **Call Recording** helps to monitor agent behavior for misconduct and quality assurance.
- **Queue Panel** provides visibility of real-time agent status
- **PIN codes** are utilized to restrict outbound calls
- Managers can pick up or hang up agents' calls on the **Operator Panel**



10 out of 10. It's the best phone system we ever used.

netVendor

✓ Expanded agent flexibility

netVendor has set up **IVR, Ring Group, and Call Routing** to ensure incoming customer inquiries can be routed to the right place and handled more efficiently. **Linkus Mobile Client** allows employees to take customer calls on their cell phones when they are not in the office. This enhanced flexibility has greatly improved their customer service capabilities.

✓ Face-to-face interactions

Video Call and **Video Conferencing** have changed netVendor's working strategy. Now employees can meet face to face for remote meetings, client instructing, and more to elevate daily communication experience.