

Portugal City Council Fast-tracks Public Service Delivery with Yeastar

Government Agency

Call Center



HQ:
Portugal



Employee:
800+



Website:
cm-odemira.pt



Background

The City Council of Odemira places an utmost priority on improving the well-being of the residents of Odemira, which is the largest municipality in Portugal by area. With a dedicated focus and unwavering commitment, it consistently strives to provide a higher level of service to meet the diverse needs and aspirations of its residents.

Challenges

• Replacing the aging phone system

Due to an outdated communication infrastructure, the Odemira City Council encountered obstacles in its daily operations. The system couldn't meet the evolving needs of over 4,000 terminals, resulting in communication inefficiencies and productivity issues.

• No visibility into call activities

The Odemira City Council manages a large influx of calls on a daily basis. However, the current phone system lacked visibility and tools to help them accurately evaluate agent performance. Also, they were unable to identify areas for improvement and optimize staff allocation most productively without this key information.

Solution

Camara Municipal de Odemira opts for Yeastar as their new solution provider. They prioritized security and reliability, making the self-hosted nature of the **P-Series Software Edition** an ideal choice. Additionally, Yeastar's intuitive interfaces and user-friendly design ensure seamless adoption and ease of use for the staff.

Feature Highlights



Call Center Console



Call Reports & CDR



Linkus UC Clients



Results and Benefits

✓ Communication and collaboration in one platform

Ultimately, the Odemira City Council's decision to migrate to Yeastar proves to be a transformative move. The council is pleasantly surprised by the remarkable flexibility and user-friendly interfaces provided by Yeastar, which significantly improves their communication and collaboration capabilities.

✓ Improved call activity monitoring

The Odemira City Council now can visually manage its call activities by leveraging the powerful features offered by Yeastar, such as Queue Panel, Wallboard, and Call Reports. Besides, they can also extract CDR and use Microsoft Power BI to create customized dashboards.

✓ Streamlined operational efficiency

The availability of valuable data empowers the Odemira City Council to make informed decisions regarding agent allocation during periods of high call volumes, leading to a significant improvement in overall operational efficiency.