



TESTIMONIAL BAUHAUS

- Bauhaus is a German retail chain offering products for home improvement, gardening and workshops. The company runs 16 warehouses in Denmark.
- The Zylinc solution covers Bauhaus branches in both Denmark and Sweden.

Zylinc's Solution

- Bauhaus wanted to replace their switchboard and, at the same time, establish a Contact Center in order to improve their customer service.
- This change was needed as Bauhaus wanted to be able to handle all customer calls centrally in one service center, rather than having calls spread out to all the individual warehouses.
- Zylinc satisfied this demand by delivering the Service Center, which includes both the Zylinc Attendant Console and the Zylinc Contact Center in one interface.
- The Service Center solution has been implemented in Sweden and Denmark, and it is used by 50 agents (5 of which are receptionists).

Benefits – Enterprise

- The Zylinc solutions have enhanced customer service and productivity in the company.
- A legacy system was replaced with Zylinc Service Center, resulting in a more stable and user-friendly solution for Bauhaus.
- The employees at Bauhaus find it easy to establish a good dialogue with Zylinc, and they feel that they are able to influence development of the solutions directly.

Benefits – User

- Agents and receptionists are able to use the solutions instantly, as the UC modules are easy and intuitive to use.
- Agents and receptionists are able to make changes directly in the system.
- Day-to-day administration of the solutions is very straightforward.
- The system provides full control of incoming calls and a simple overview of all queues.
- Agents and receptionists are more self-reliant, they do not need to involve their IT department when making changes to, for example, opening hours.