

KOLDING KOMMUNE (Danish local government)

The city of Kolding has Denmark's 10th largest local government organization, and the city's many different departments are always busy answering phone inquiries.

On their Zyline system, the municipality has just over 80 phone queues with a total of almost 650 active users on them. The numbers of inquiries vary greatly.

The central switchboard can get almost 10.000 calls a month, but other departments, like the Transportation or the Dental Care department also get several thousand calls every month. In total the municipality handles at least 20.000 calls every month.

Zyline's solution

- Zyline Service Center is the primary solution used by the local government of Kolding.
- The solution is used by 650 agents – 115 agents at the same time. The solution runs across the local government organization's departments.
- The Zyline mobile app is used to add flexibility to the workflow.
- Integration to ServiceNow is set up. Primarily used for lookup in internal databases for IT support and for quick access to IT user profiles internally in the local government organization.

Benefits – organization

- In the web-based administration portal, queues, which numbers the queues are tied to, overflow from one queue to another, which audio announcements are tied to the queues, where to find the audio files, etc. can all be set up.
- Zyline wallboards are set up so given departments can view if there are many calls building up on a queue, and which agents work on a given queue.
- The solution works across all departments.
- Integrates with existing systems e.g. ServiceNow, Skype for Business, etc.
- Personal contact is prioritized, and queue overflow is set up, in order for citizens to get through to an agent as fast as possible.

Benefits – user

- When new users are added in a department, they can manage the system after only one hour of introduction.
- Profiles are based on a standard, for example with certain keyboard shortcuts, but can be adapted to suit individual departments' needs
- The Zyline mobile app makes it possible for employees to work from home if needed.
- With queue overflow, the user can quickly get in contact with the citizen and provide the best possible service.