The Voice on the Other Side

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Contact Centre Industry Issues

- Increasing costs
- High staff turnover
- High absenteeism
- High training costs
Contact Centre
Re-Engineering Project
- Enabling the Visually Impaired Workforce
Existing Technologies

- Electronic Braille Display
Our Technology-Based Solution

1. Re-program User Interface
2. Shortcuts and Hotkeys
3. Screen Reader/Voice Synthesizer
4. Screen Magnifiers & High Contrast Display
5. Home-based Solution with Real-Time Monitoring
Re-program User Interface
And
Use of Hotkeys as Shortcuts
The Agent Logs in through the System User Interface

Leads are pre-loaded Inside the System

1. Enter User’s Phone Account Name and PW
2. Select the Campaign from Menu
3. Set Dialing Options (Manual/Auto)
4. Check Lead Info and Click Dial to Call the Number
5. Click on Button to Hang Up and Dispose the Call
6. Choose Disposition Option with one Click
7. Click Submit Button to Confirm Disposition Choice
8. Agent Fills-up Call Back Details
9. Click Submit Button to Confirm Call Back Details
10. System Display Next Lead Info to be Dialed

Call Back?

YES

NO

END!
Leads are pre-loaded
Cleaned and Filtered
Inside the System

Totally Blind Users are
Pre-logged in Remotely by
the Team Leader/IT

This is the re-engineered Process
Flow Chart catering both for the
totally and partially blind Contact
Centre Agents

1. The VI Listens to the
Name of the Client

2. Press “DN” and press Enter to
initiate the Auto-Dialing

3. Press One Keystroke to
Dispose A Call

4. Announces to Team Leader
last Dispo as Call Back
for List Tagging

YES

Call Back?

NO

System Goes to Next Lead
Info to be Dialed

END!

This is necessary only when the VI Call Agents are using
Manual Dialing. With automatic predictive Dialing, the
agent just keep on disposing the call one after another
using a single key stroke to activate a web-based Hotkey.

* The low vision PWDs has options to use a combination of the technologies that
best suit them including hotkeys, screen magnifiers and voice synthesizers.
Use Hot-Keys as shortcuts

Disposition Hot Keys:

1 - N - No Answer
2 - NI - Not Interested
3 - B - Busy
4 - APSET - Appointment Made/Set
5 - CALLBK - Call Back
6 - VNUM - Wrong Number
7 - DNC - DO NOT CALL
8 - NQ - Not Qualified
Voice Synthesizer for totally blind TMs (w/ Blank Screen)
22” Wide Screen Monitors

Screen Magnifier with High Contrast Display
Home Based Extension
“Give a Man a Fish, Feed Him For a Day. Teach a Man to Fish, Feed Him For a Lifetime.”

- Lao Tzu
At Eureka, we’ve re-engineered the fishing pole...
Our Call Centre Operations
Our Pioneering Team

Fatin
Hafiz
Perry
Firdaus
Rosle
Mariko
For Able TMs:
- Daily Avg. Dials: 300
- Avg. Talk Time per Hour: 30 mins.

For VI TMs:
- Daily Avg. Dials: 390 - 500
- Avg. Talk Time per Hour: 35 mins.
Report Card of Persons with Disabilities

Focused

- Higher Productivity
- Work Harder
- Low Turnover
- Try Harder

Eureka Call Centre Systems
Supporting Employment for Persons with Disabilities in Singapore
Appointed as Centre for Training and Integration (CTI) for Call Centre Industry

This is presented to
Eureka Call Centre Systems Pte Ltd
for pioneering the Centre for Training and Integration for persons with disabilities in the call centre industry at the
Launch of the Centres for Training and Integration
by the
Minister for Manpower
Mr Gan Kim Yong
on 7 July 2010

SUPPORTED BY:
CTI Graduate’s Placement

Customer Service Officer, Holiday Inn Hotel Singapore
-- Vickneswary D/O P/Murthi
(Partial Visual Impairment & Cerebral Palsy)

Call Agent cum Administrator, Mount Elizabeth Hospital
-- Verlyn Tan Wen Xi
(Visual Impairment – Retinitis Pigmentosa)

Customer Service Officer, Holiday Inn Hotel Singapore
-- Sharifah Sakinah
(Cerebral Palsy)
Graduate’s Placement

Call Agent cum Project Consultant, Lingotrans Services
-- Quek Jing Jing
(Cerebral Palsy - Spastic Diplegia)

Customer Service Officer cum Admin, Byherbs Wellness
-- Fatin Anisa Bte Asnawi
(Visual Impairment – Retinitis Pigmentosa)

Call Agent, Dennis Wee Realty Pte Ltd
-- Abel Lee Keng Guan (CTI Graduate)
(Spine Injury – Weak lower limbs)
Graduate’s Placement

Front Desk Officer, Pathlight School
-- Hafiz (CTI Graduate)
(Visually Impaired)

Customer Service & Admin Asst, Hotel 81
-- Habebah (CTI Graduate)
(Physically Impaired - Dwarfism)

Part Time Shop Asst., Astoria Laundry
-- Yau Mei Yi (CTI Graduate)
(Physical Impairment)
Graduate’s Placement

Call Agent, SP Services Ltd

-- Rosle Bin Salim (CTI Graduate)
   (One Eye Blind & Wheelchair user)

Business Consultancy Service, Freelance

-- Stephan Chen (CTI Graduate)
   (Visual Impairment – Retinitis Pigmentosa)

Supervisor, Eureka Call Centre Systems

-- Steve Tee (CTI Graduate)
   (Visual Impairment – Retinitis Pigmentosa)
Graduate’s Placement

Senior Call Agent cum Customer Feedback Executive, Eureka Call Systems

-- **Carolyn Toh** *(CTI Graduate)*
   *(Visually Impaired)*

Call Agent, Eureka Call Centre Systems

-- **Perry Tan** *(CTI Graduate)*
   *(Visual Impairment)*

Call Agent, Eureka Call Centre Systems

-- **Sofian Bin Bachok** *(CTI Graduate)*
   *(Physical Impairment – Brachial Plexus Injury)*
Thank you!

Eureka Call Centre Systems (S) Pte Ltd
Supporting Employment for Persons with Disabilities in Singapore

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