



UpCom DTS, the Largest Chilean BPO, Deploys Bright Pattern Cloud Contact Center for Remote Workforce

Background

UpCom DTS is a contact center business outsourcing company with more than 22 years of experience in Process Engineering and Contact Center operations. UpCom DTS is the largest Contact Center of local investment with more than 1,700 collaborators. UpCom DTS offers a complete line of products and technological solutions with a focus on customer service, help desks, back office, and automation technologies.

For the third consecutive year UpCom DTS has been awarded the best Chilean companies by Deloitte, Banco Santander and Universidad Adolfo Ibáñez.

Challenges

Many of UpCom DTS's clients belong to the utilities sector, and need great flexibility due to seasonal demand. Some of UpCom DTS's critical customer platforms have seen a 250% increase in demand, and absorbing an increase of that magnitude is not easy. Additionally, due to the pandemic, UpCom DTS needed a cloud platform that made remote working possible.

Objectives



Flexible and innovative platform for deploying new clients



Cloud-based platform for scalability up and down seasonally



Omnichannel platform for seamless, easy conversation across channels



Integration with Microsoft Dynamics, Salesforce, Zendesk and more



Fast and significant return-on-investment



Quick setup and deployment time for fast turnaround



Bright Pattern is a very secure, stable, and easy-to-use platform, requiring a lower level of support. I cannot fail to mention its excellent functionalities and uptime. It is true omnichannel with context on all service channels.



Solution

Bright Pattern implementation partner, NewGO, deployed the contact center software for UpCom DTS. Carlos Quintino, Planning & Development Director at UpCom DTS, reflected, "The implementation with the NewGO professionals' team was a fast, transparent, and orderly process. And the Bright Pattern omnichannel platform makes everything easy." The only requirement was for the necessary plugins to be installed on the computers of the executives and supervisors, making it fast and flexible.



The availability, quality, speed, and empathy of our partners is vital for our business. With Bright Pattern and NewGO you have a very good team from a technical and service perspective.



Results

The Bright Pattern omnichannel platform allows supervisors to monitor in real-time and makes executive management easier and more powerful. We can now use speech analytics to transcribe and analyze 100% of interactions, improving quality processes, training, feedback, customer experience, and strategy.

Bright Pattern can also be easily integrated with all popular CRM's out-of-the-box. Integrating with Microsoft Dynamics 365, Salesforce, Zendesk, ServiceNow, Oracle Service Cloud and even client's native system of records is easy, providing greater flexibility.

With Bright Pattern, UpCom DTS customers will have access to an omnichannel platform that will benefit executives, supervisors, customers and the business.

UpCom DTS sees many other options to explore with Bright Pattern, such as Conversational IVR, Chatbots and Artificial Intelligence (AI). All the tools for improving self and automation are there, giving UpCom DTS easy and safe access to innovative tech.



Integrated with all existing systems



Fastest deployment in the industry



Speech analytics for quality management



100% uptime and access to latest technology



Decrease in remote agent training time



Greater visibility and reporting functionality



Bright Pattern is the innovative and flexible platform that we need. Being able to plug & play, and not having to install anything for teleworking is a tremendous advantage. It allows us to generate new remote jobs easily in minutes. Bright Pattern's ease of integration is also key.

