

## Taking off with AgentOne®

### New Contact Center for IT service area at Munich airport

Running an airport is a complicated business. The management of such an enterprise has to control complex information flows to guarantee safe and smooth operation. This places high demands on the Contact Centers whose job it is to handle such information flows. For that reason, Flughafen München GmbH (FMG) opted for Sikom Software GmbH's AgentOne® ContactCenter Suite for its IT division.



More than 42 million passengers used Munich airport in 2016, making it one of Europe's top ten largest airports. Around 100 airlines are active there, connecting Munich to more than 250 destinations all over the world. It is a central hub in Europe, with about 36 per cent of passengers transferring to other flights. Renowned air transport rating organisation Skytrax gave Munich airport a '5-star airport' rating – currently the only one in Europe to be rated thus.

Munich airport is operated by FMG; shares are held by the state of Bavaria (51%), the German federal government (26%), and the city of Munich (23%). FMG manages the entire infrastructure, including the catering facilities, retail shops and freight handling, and is also responsible for the IT architecture. Mobility does not end on the airfield, but applies to the entire organisation. Intelligently networked smartphones and tablets, for instance, are used for a multitude of very heterogeneous purposes.



### Munich airport: a central hub in Europe

FMG has numerous interconnected landline telephony systems with more than 10,500 classic or VoIP extension lines, which are used by external clients such as forwarding companies and airlines as well as by FMG and its subsidiaries. This situation provided the technological context for a new Contact Center system in the IT service unit.

Various central applications – e.g. unified communication, alerting, call logging, unified messaging – are used in the telecommunication systems and provide essential services to the whole airport. One of the applications is the Contact Center, which is used by around 40 helpdesk agents and order management staff in the IT service unit. They have been working successfully with Contact Center AgentOne® since May 2016.

Whether ISDN or VoIP, the system runs smoothly with all the conventional telephone systems and can also be used for setting up hybrid networks. With its programmable interfaces, AgentOne® can be integrated into any IT infrastructure. The interactive voice response (IVR) system VoiceMan® accepts calls and has very efficient announcement features. The automatic caller distribution (ACD) system intelligently allocates incoming calls to the agents best suited for the purpose (based on their skills and other aspects).

All this spoke in favour of Sikom Software GmbH's solution, but additional factors also played a role. Holger Eckardt, FMG Senior System Architect, explains: "We particularly liked the very user-friendly client compared with other competitor products. It provides a lot of dynamic information that is compactly displayed on the screen." It also shows which agents are currently online, therefore "making it easier to transfer calls," Eckardt adds. And: "it remains visible, like a task bar." Agents generally find it very easy to operate the client, as the design has been reduced to the essential functions.

An additional feature that has proven itself in practice is 'picking from the queue', which significantly improves agent efficiency and greatly increases caller satisfaction. In other Contact Centers, calls classically enter the queue in chronological order and agents can not directly access the calls. 'Picking from the queue' takes a different approach by allowing individual priorities to be set, so that certain callers in the queue can be accessed sooner. This is useful if a caller has a particular issue or special status. An additional 'hotkey' function also enables number dialling from any application. The result has been a clear increase in service quality.

“On top of all these features, Sikom Software GmbH proved its flexibility when we required special customization for our airport needs,” reports Eckardt. This is the type of flexibility that characterizes the small Heidelberg company which provides its customers with “outstanding support”. “Any errors that occurred during the implementation phase were immediately rectified by Sikom,” the Senior System Architect enthuses. “Many a large company could take a leaf out of Sikom’s book in this respect.”

**Holger Eckhardt, FMG Senior System Architect**



**Around 100 airlines connect Munich to more than 250 destinations around the world**

### The challenge

- Generate a significant efficiency increase in the IT Contact Center
- Raise the customer satisfaction of the callers

### The solution

- Client with dynamic information displays and a focus on the essential functions for a quick overview of the Contact Center processes and functions
- 'Hotkey' function enables number dialling from any other application

### The benefits

- More individualized caller support according to VIP status or case priority level
- Significant increase in both customer and employee satisfaction

### **About Sikom**

Sikom Software GmbH is the leading manufacturer of contact center solutions and automated voice applications. Sikom implements powerful and future-proof solutions, based on open standards, for optimizing communication processes in all industries.

The multi-award winning multimodal voice recognition system VoiceMan®, ContactCenter Suite AgentOne®, and AgentOne Dialer® for outbound communication form the core products of the comprehensive portfolio.

Alongside many other awards, Sikom also won the Sustainability Prize of the German Business Innovation Awards 2010. Working in strong partnerships, e.g. in major research projects with universities and industrial partners, Sikom can report several significant successes.

Customers include Deutsche Telekom, INTER Versicherungen, Bausparkasse Schwäbisch Hall, Signal Iduna, arvato, Techem, Henkel, Microsoft, numerous public utility firms, banks, savings banks, and public and local authorities.

### **Any questions?**

Our competent account managers will be happy to help. Please call us or visit us on the internet:

[www.sikom.de](http://www.sikom.de)

### **Sikom Software GmbH**

Tullastraße 4 | 69126 Heidelberg | E-Mail: [info@sikom.de](mailto:info@sikom.de)

Telefonisch erreichen Sie uns unter:  
06221-13788 0

(2019/05/14)