

Many Trips Start on the Phone

How FTI GROUP organises its customer dialogues with Sikom technology – at the rate of 12,000 calls a day

„travianet. And the trip can begin. “– that is the motto of travianet. The company came onto the market in 1998 as "Deggendorf tourism exchange", since 2006 it is known as "travianet GmbH". Its core business: travel partner programmes. 120 employees work in its headquarters in Deggendorf, of these 100 are travel experts in the tourist service center. There are cooperations with 15,000 partners, including tour operators and bloggers. The company is also dedicated to training: every year it trains about ten tourism merchants.



In 2012, FTI GROUP took over the company. This major player in the tourism market has an international presence with approx. 7,000 employees worldwide – including branches in Germany, Austria, France and Switzerland. The FTI GROUP sells travel in around 120 countries, it is the fourth largest tour operator in Europe. Amongst others, the following belong to the network: the tour operator FTI Touristik, the rental car company driveFTI, the online portal fly.de, the operator 5vorFlug and BIGXtra, as well as the hotel brand MP Hotels and the incoming agency Meeting Point International or the operator LAL Sprachreisen.

FTI GROUP "receives, on average, 12,000 calls per day," says travianet CEO Jürgen Weickl. This requires a strong partner to operate the service centers according to the "state of the art". The partner is Sikom - the specialist for flexible communications solutions, which are used in numerous companies in Germany and Europe, for example in major insurance companies such as Provincial Rheinland Versicherung or INTER Versicherungsgruppe as well as eight DAX30 companies.



travianet in Deggendorf

Remarkable: "After the takeover, the possibilities of Sikom's solutions also convinced FTI group," says the managing director of travianet. The largest FTI service center in Erfurt was converted to Sikom technology, and 250 agents are now working with AgentOne®. But that was only the beginning: The rollout went on; the locations Munich, Berlin, Linz and Basel are now equipped with IT from Sikom. And a service center in Marrakech, Morocco, works for the French-speaking market - with the Sikom product.

What does this innovative solution look like? If you need to handle 12,000 calls a day within your organisation, the best solution is the AgentOne® ContactCenter Suite, which has an unbeatable cost-benefit ratio in the market: the Automatic Call Distribution (ACD) works on this platform in real-time and steers enormous communication flows into the right channels. This begins with calls - and goes on to emails, chats, videos and more. The ACD takes account of the deposited skills of the agents - and assigns incoming calls to exactly the right employee.



AgentOne® controls calls, faxes and emails

The basis for this: a simple IT architecture! The gateways of Sikom have been awarded many prizes, eg. VoiceMan® or BlueFire®. These powerful gateways accept calls, using also an outstanding announcement management with Interactive Voice Response (IVR) capabilities.

The system grows with its tasks. It distinguishes itself through its high flexibility, which is appreciated in the entire Group: "Despite different telephone systems such as Alcatel or Avaya we were able to use a uniform service center technology," says Weickl. This allows to better control the agents and manage "overflows" in the system. The advantage of the Sikom product: AgentOne® can work across sites with all commonly used systems, allowing the installation of hybrid networks based on different PBXs.

"I was also convinced by the high flexibility of Sikom to always find new solutions," says Weickl. In this, the software company fits perfectly with the flexibility of his own business. "Communication and dialogue were right," continues the managing director. "We were always able to talk to each other and solve problems quickly." Sikom always responded flexibly to "special requests". A proven cooperation: Today's subsidiary travianet has been using Sikom's software since 2010.

The choice of Sikom pays off in many ways: "Intelligent people instead of stubborn machines," says the website of travianet. And further: "With us, callers do not speak with machines or telephone computers, but with friendly people who provide expert assistance." Supported by Sikom, who provides the right technology for this important dialogue.

The Challenge

- Growth of the AgentOne® ContactCenter from a single system to a networked, nationwide distribution system

The Solution

- AgentOne® ContactCenter, fully redundant for 450 concurrent agent licenses, connected to several telephone systems
- Distributed system with centralised control and distributed agents in multiple locations
- Programming interface for the operator, direct access to reporting data
- Silent monitoring, recording
- Outbound

The Benefit

- Agents at all sites are available for routing in real-time, therefore very short waiting time despite call peaks
- Comprehensive billing
- Integration into the systems of the operator

About Sikom

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

Core products of its comprehensive portfolio include the multi-award-winning VoiceMan® multimodal voice recognition system, the ContactCenter Suite AgentOne® and the AgentOne Dialer® for efficient outbound communication.

In addition to numerous other awards, Sikom is a laureate of the Sustainability Award of the Innovation Award of the German Economy 2010 (Innovationspreis der deutschen Wirtschaft). Through strong partnerships, e.g. with large research projects with universities and industrial partners, Sikom has been very successful.

Its customers include companies such as Telekom, INTER Versicherungen (insurance), Bausparkasse Schwäbisch Hall (building society), Techem, Hess Natur, Munich Airport, numerous utility companies, banks and savings banks as well as local authorities and municipalities.

Do you have any further questions?

You will receive competent answers from our customer service representatives. Call us or visit us on our website:

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