

How Kloud 7 Achieved Over 70% First Call Resolution (FCR)

We evolved our communication infrastructure by upgrading to K7 One to further enhance our operational agility. This strategic shift moved us beyond traditional hardware, unifying 42 users and 61 devices into a single pane of glass for even greater visibility and scalability.

This shift has empowered our team with real time data, improved agent availability, and a scalable foundation for future growth.

"The Black Box" of Legacy Telecom

Before this transition, our communication data was siloed. We lacked real time insights into:

- **Call Volume Trends:** Difficulty predicting peak hours led to inefficient staffing.
- **Device Management:** Managing a mix of desk phones and mobile users was manually intensive.
- **Customer Experience:** No or low insights into customer wait times and ultimately their satisfaction.



The Solution: A Unified Dashboard Ecosystem

We implemented a cloud first platform that centralizes every facet of our telephony.

- **Automated Queue Management:** Utilizing Auto Attendants and Call Queues (CC1 & HG1) to route callers intelligently.
- **Device Versatility:** Seamlessly integrated 41 total devices including registered IP phones and softphones to ensure mobility.
- **Live Analytics:** Instant visibility into Active Calls, Abandoned Calls, and Average Wait Times.
- **Automated Callback:** Moving from a rigid system to K7 One allows you to replace frustrating hold music with automated callback functionality.
- **Integrated Call Recording & QA:** Capture every interaction across all devices to perform root cause analysis and agent coaching, ensuring high resolution.

Realized Benefits

- **Enhanced Transparency:** The dashboard allows managers to see "Agents Online" (currently 5) at a glance. This ensures we are never understaffed during critical windows.
- **Reduction in Missed Opportunities:** By monitoring the Abandoned Calls and Calls to Voicemail metrics in real time, the team can pivot resources immediately to reduce churn.
- **Simplified Administration:** Managing multiple phone numbers and multiple conferences through one portal has reduced IT ticket volume related to "phone fixes" by centralizing device registration.

Analyzing Trends (Month over Month)

While our current "Live" metrics show a quiet period, our historical data highlights the system's reliability:

- **Peak Stability:** Successfully handled peak active calls with zero downtime.
- **SMS Integration:** Shifting customer communication to include Inbound SMS & MMS, meeting customers where they are.
- **Efficiency:** The "Call Volume vs. Handled" graph provides a visual roadmap for our busiest 20 minute intervals.
- **CSAT Scores:** Improved satisfaction scores due to low or no wait times and automated callbacks.

With customer satisfaction at our forefront, this dashboard has refined our processes. Real time visibility into call analytics and recordings allows us to pivot resources instantly, ensuring every caller receives immediate, high quality support. It has empowered us to turn operational efficiency into a superior experience for our customers.



Nick Segers
Chief Technology Officer

The Link: Infrastructure Consolidation as an FCR Catalyst

Kloud 7's ability to exceed 70% FCR is directly tied to the transition our organization made to K7 One. Here is how this upgrade drives those results:

- **Eliminating Information Silos:**

By consolidating 42 users and 61 devices into the K7 One "single pane of glass," agents no longer lose time switching between apps. This visibility ensures that when a call hits a device, the agent has the context needed to resolve it on the spot.



- **Hardware Independence & Mobility**

Moving away from "rigid hardware dependencies" means your 42 users can resolve issues from any of the 61 devices. Whether on a mobile app or a desktop, the resolution process remains uninterrupted, preventing the "let me call you back when I'm at my desk" scenario that kills FCR.

- **Centralized Visibility:**

The "limited visibility" your organization previously faced is the enemy of FCR. With K7 One, real time traffic monitoring allows managers to see bottlenecks instantly, ensuring calls are routed to the right person at the right time which is the core requirement for first call success.

Looking Ahead: Scaling with Data

With this platform, we are no longer guessing. As we scale from 42 users to higher volumes, we will utilize the Usage Statistics to:

- **Optimize Wait Times:** Using the a standard baseline to set strict KPIs for caller response.
- **Refine Routing:** Adjusting Auto Attendant logic based on Call Queue volume.
- **Predictive Staffing:** Using the time series graph to staff up before the "rush" happens.

Conclusion: Upgrading to K7 One hasn't just given us a new phone system; it has given us a business intelligence tool that ensures every caller is heard and every agent is optimized.