

## Case Study

# ComputerTalk | Aecon

## Aecon Builds Excellent Agent and Customer Experiences with ComputerTalk's ice Contact Center



Smooth Operations



Improved Callback Functionality



Great Support

## Aecon

Aecon is a Canadian company that provides services in construction, land use rights, and sustainability solutions. With roots dating back over 150 years, they have had a hand in constructing some of the most notable landmark projects in Canada and beyond, including the CN Tower, the St. Lawrence Seaway, and Ecuador's Quito International Airport.

## Challenges Faced Before ice

Aecon has an internal contact center for their service desk. Employees contact the service desk for issues related to both hardware, such as company-provided phones and laptops, and software.

Prior to their transition to ice, Aecon experienced some challenges with their previous contact center solution, including an unreliable callback feature, frequent technical problems, and limited support.

### Unreliable Callback Feature

One of the biggest problems that Aecon experienced with their previous contact center was an unreliable callback feature. Aecon wanted to provide callers the option to request a call back so that, instead of waiting on hold, they could hang up while still maintaining their position in queue. But the feature didn't always work properly, and callback problems impacted approximately 70% of Aecon's call volumes. The callback requests did not get routed to agents but instead got stuck in the system, never to be handled.

These stuck callbacks would be automatically put back into the incoming call queue constantly throughout the day and disappear from the queue on their own, affecting Aecon's daily abandoned call rate. Additionally, old unhandled callbacks from the previous day would all come into the system first thing in the morning and had to be manually cleared in the backend system.

### Frequent Technical Problems

Although the callback issues were the most significant, the technical problems Aecon experienced extended beyond just those. Aecon also experienced problems with call routing, the agent interface, reporting, and statistics. According to Stefanie Walsh, Senior Manager of Support, their previous solution "just never worked [as] smoothly as your call center product should work."

## Limited Support

To make the matter of frequent technical problems worse, the vendor's support was often inadequate. "We didn't have proper responses to the issues we were facing, and no resolution was provided despite multiple follow-up attempts," said Pavani Tankasala, Service Desk Team Lead at Aecon.

When Aecon reached out with a problem, the vendor's responses tended to be delayed or, in some cases, unavailable. When the vendor did respond, responses were often vague or unhelpful, sometimes including documentation on steps that the Aecon team had already tried.

## Impact

The problems that Aecon experienced with their previous contact center vendor impacted their contact center operations in multiple ways:

- **Inaccurate Reports** – The callback requests that got stuck in the system caused problems for reporting; the unhandled calls skewed the data, causing reports to be inaccurate.
- **Wasted Time** – The problems that Aecon experienced led to a lot of wasted time. The poor support meant that they had to dedicate significant time to contacting the vendor, following up, and doing their own troubleshooting when the vendor couldn't help them. Since the callback issues led to inaccurate reports, the Aecon team also had to spend time manually calculating their contact center statistics to correct them.
- **Poor Caller Experience** – Because Aecon's previous contact center solution didn't work as intended, the caller experience suffered as well. For example, an incorrectly routed call may have meant that the caller didn't reach the person they needed to reach right away, resulting in transfers and wasted time.

## Moving to ice

With the issues Aecon was experiencing with their previous vendor, they knew they needed a change. As the end of their contract approached, they started to look at other options. One of Aecon's employees recommended exploring ice Contact Center, having used and liked it in a previous role at another company.

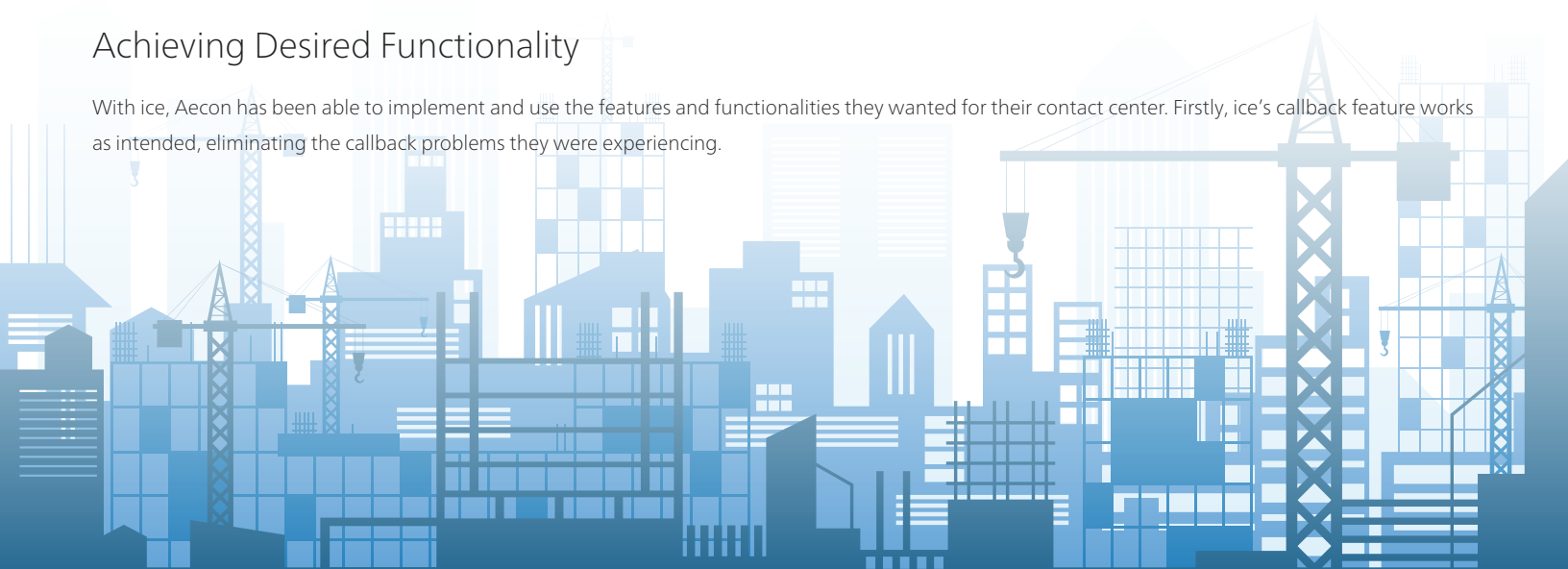
When Aecon evaluated ComputerTalk, they liked what they found. In addition to its ability to address their pain points with their previous system, Aecon chose ice Contact Center for its functionality, cost, and integration with Microsoft Teams, particularly its ability to use Operator Connect routing from Rogers.

## Aecon and ice Contact Center

Since moving to ice Contact Center, Aecon has experienced a notable improvement in their contact center operations, including the addition of a properly functioning callback feature, a reduction in technical problems, and a significant improvement in vendor support.

## Achieving Desired Functionality

With ice, Aecon has been able to implement and use the features and functionalities they wanted for their contact center. Firstly, ice's callback feature works as intended, eliminating the callback problems they were experiencing.



Secondly, Aecon is using Microsoft Teams and Operator Connect for their connectivity, a capability that was part of the reason they chose ice in the first place. Using Operator Connect with ice Contact Center helps to improve reliability, reduce costs, and simplify administration for Aecon.

Beyond these functionalities, Aecon has also taken advantage of other features and integrations offered by ComputerTalk. For example, they use call recording and a custom-built screen pop to their ticketing system, allowing for immediate and convenient access to caller and ticket information as soon as a call comes into the contact center.

## Smooth Operations

Aecon has found that ice Contact Center functions smoother than their previous contact center did, with far fewer technical issues and no problems that couldn't be quickly solved. They have also experienced reliable performance in key areas such as statistics and call routing. When asked about ice Contact Center's overall performance, Tankasala said "We have experienced minimal issues with the application itself. Calls flowed smoothly, and the features worked as promised."

**"Support has been great."**

*- Pavani Tankasala, Service Desk Team Lead at Aecon*

ice's smooth operation has helped Aecon run their contact center efficiently, saving them from having to dedicate time to troubleshooting issues and fixing incorrect report data. Additionally, ice's issue-free operation enables a smoother caller experience, preventing missed callback requests and ensuring that callers get the support they need.

## Great Support

Since moving to ice Contact Center, Aecon has noticed a significant difference in the level of vendor support they receive. Whenever they reach out about a problem with their contact center, they receive prompt responses from ComputerTalk, and any issues they've had have been resolved quickly. "Support has been great," said Tankasala. Walsh agrees; when asked why she would recommend ComputerTalk to others, she said "If I had to pick one reason, it would mainly be the support... We've gotten much better support from ComputerTalk than our previous [vendor]."

ComputerTalk's top-notch customer support has further contributed to the successful operation of Aecon's contact center, ensuring that issues are addressed right away.

## Empowering Aecon's Contact Center

As Aecon continues to build notable landmarks and structures we interact with every day, ComputerTalk continues to build excellent agent and customer experiences for our clients. To find out how we can build a better experience for your customers and agents, [request a demo today](https://computer-talk.com/request-demo).

**Request a Demo Today**  
[computer-talk.com/request-demo](https://computer-talk.com/request-demo)



## About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.



1-800-410-1051  
[computer-talk.com](https://computer-talk.com)  
[computer-talk.com/blogs](https://computer-talk.com/blogs)

[computer-talk.com/request-demo](https://computer-talk.com/request-demo)