ComputerTalk | Connexus Energy

Connexus Energy Powers Efficiency and Optimization with ComputerTalk's ice Contact Center

Easy-to-Use Workflows   **Strong Vendor Relationship**   **Speech Analytics Integration**

Connexus Energy

Connexus Energy is Minnesota's largest electric distribution cooperative. It is owned by its members and governed by an elected board of directors. Connexus provides electricity and related products to more than 145,000 member residents and businesses throughout the service territory.

Connexus and ice Contact Center

Connexus Energy uses ice Contact Center for both internal and external communications. The calls they receive range from simple inquiries, like members' questions about their bills, to more complex inquiries, like residential builders' requests for electrical service.

In addition to traditional voice calling, Connexus uses ice's tools and integrations for:

- IM/webchat
- Outbound dialing
- Surveys
- Artificial intelligence (AI) powered speech analytics

Choosing ice, the Microsoft Teams Native Solution

Before moving to ice Contact Center, Connexus was using a contact center provider called C4 Communications. When they decided to move to a new vendor, they chose ice Contact Center for its compatibility and strong integration with Microsoft tools.

ComputerTalk has been a long-term Microsoft partner and was one of the first vendors to receive the Microsoft Teams Connected Contact Center Certification. Having historically used Microsoft's suite of products, Connexus valued ComputerTalk's partnership and ice's compatibility with the products. They appreciated that ice's deep Microsoft integration offered seamless workflows and enhanced functionality they didn't experience with their previous provider.

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>
> *- Jeff Oftos, IT Systems Administrator at Connexus*

ComputerTalk's Microsoft relationship also benefits Connexus when it comes to troubleshooting. When Connexus experiences a problem with a Microsoft product that affects their contact center communications, it can be difficult to get the support they need to fix it on their own. With ComputerTalk, Connexus has an ally with a close relationship to and deep knowledge of Microsoft. ComputerTalk helps to ease the support process by addressing Microsoft issues on Connexus' behalf.

"The relationship with Microsoft, it really helps," said Jeff Oftos, IT Systems Administrator at Connexus.

Connexus started out with ice Contact Center for Skype for Business on-premises before eventually migrating to ice Contact Center for Teams in the cloud in an effort to modernize.

Driving Success with ice Contact Center

Since Connexus began their journey with ice Contact Center, the users and managers have found many things to appreciate about it, including easy-to-use workflows, a great relationship with ComputerTalk, and a fantastic integration for speech analytics.

Easy-to-Use Workflows

When asked what he likes about ice, Oftos commented first on the workflows: "The workflow [designer] is for someone that doesn't understand programming on the IT side or doesn't have a programmer's mind. It is … easy enough to work with that I can understand it."

iceWorkflow Designer provides a drag-and-drop interface that empowers administrators to make workflow changes on their own. While ComputerTalk is always there to design more complex applications or even make simple changes for customers who choose not to do it on their own, customers like Connexus appreciate knowing that they can make changes themselves, even without in-depth programming knowledge.

Strong Vendor Relationship

One of the other things that's important to Connexus is the quality of the ComputerTalk team and the strong support they offer.

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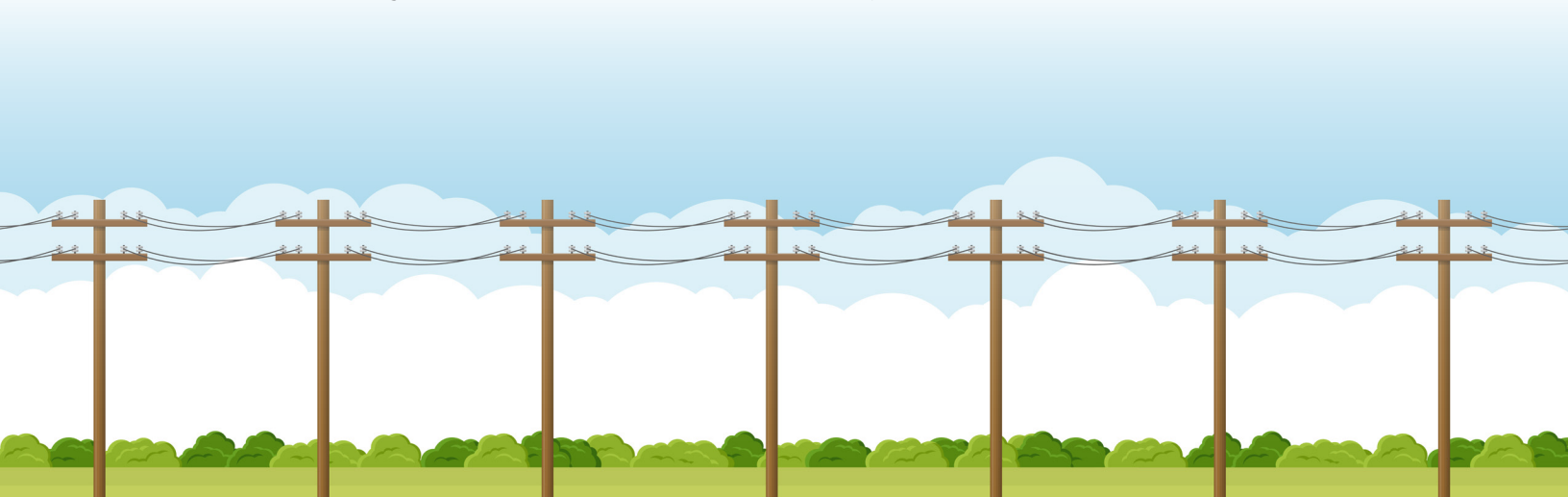
ComputerTalk's relationships with its customers are supported by the fact that 50% of the staff have been with the company for 10 or more years. This longevity gives them time to develop both in-depth knowledge of ice Contact Center and strong relationships with the clients who use it. Oftos explained why this matters so much: "They understand the company better, and along with their knowledge of their own product, [it] makes everything so much easier to work with. Whenever I have questions, whenever I need a workflow or change made, it's super simple."

Connexus' appreciation extends to specific individuals as well. Regarding his account owner, Oftos said "He is great to work with." Speaking about one of ComputerTalk's Customer Support Implementation Specialists, Oftos offered further praise "He is the most awesome person and most helpful person I could find. He has gone to great lengths to help me through the most complicated problems."

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Speech Analytics Integration

ComputerTalk offers numerous integrations with third-party tools that provide enhancements to the contact center and complement ice's built-in capabilities. One such integration that Connexus is taking advantage of is with Tethr: A Creovai company. Tethr's software provides artificial intelligence (AI) powered analysis of contact center interactions.

Using AI for speech analytics automates the quality assurance process, saving time and increasing efficiency, while also offering suggestions for improvements, empowering contact center optimization. This enables Connexus to respond to member inquiries more efficiently and continually improve the quality of their service. On the topic of the integration, Oftos said the Connexus contact center team is "thrilled with the data it is giving out." He added that "they're getting exactly what they need and more." Oftos also mentioned that the integration is going to provide "great cost savings" to Connexus as they move forward and focus more on the insights they're gaining.

Powering Results

Considering the Microsoft partnership, the various ice modules and integrations Connexus uses in their day-to-day operations, the straightforward workflow designer tool, and the excellent support available from the ComputerTalk team, it's clear that there are numerous reasons why ice Contact Center is a great solution for Connexus. Summarizing his thoughts, Oftos said "it's the perfect solution" for Connexus and their needs.

As Connexus Energy helps power Minnesota, ComputerTalk is proud to help power Connexus' communication with its members. To learn how ice Contact Center can enhance your organization, request a demo at computer-talk.com/demo.

Request a Demo Today
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.

Solution certified for Microsoft Teams | Microsoft Teams | AICPA SOC | SMG ISO 27001:2013

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