

## Case Study



**Customer**  
Eurotunnel

**Industry**  
Transport

**Project**  
Workforce management

**Solution**  
QMax™

### Eurotunnel contact centre stays on track with reserve working using QMax

#### The Challenge

The Eurotunnel service requires its contact centre to offer a 24x7 multi-lingual service, delivering travel news, information, passenger updates, and to deal with enquiries from independent travellers and tour operators.

Contact centre agents are trained to be multi-skilled and fulfil other roles within the organisation, including check-in, working in the terminal building, terminal control centre and customer car parks.

- Forecast demand within 5% accuracy
- Flexibility to allow agents to cover a range of different roles
- An optimised set of shift patterns for available agents to meet demand

#### The Solution

Using QMax Workforce Management to schedule staff allows agents to cover a range of different roles within Eurotunnel by having the right people, in the right place, at the right time with the correct training and skills. The flexibility of QMax allows the system to be tailored to their multiple language requirements.



*“As one of Netcall’s longest running customers we have benefited from excellent service from all the people we have met at the company. QMax Professional Service Consultants all have call centre experience and the ability to offer advice. They instinctively speak our language and have involved us in the development of the software. We would certainly recommend people look at implementing reserve working and that they use QMax to make that happen.”*

Ian Harrison  
Contact Centre Manager

## **The Result**

Eurotunnel can now typically forecast call demand to within 5% accuracy on a week-to-week basis.

Combining this with expected agent availability on a weekly basis, enables QMax to produce an optimised set of shift patterns for available agents to meet demand. Additionally, the planning team at Eurotunnel can use QMax to match hours available against forecast call demand and patterns to produce schedules for teams on reserve working.

An element of stability is introduced by utilising the QMax Scheduler to implement rules such as start times and/or finish times. Agents are reminded of their shifts for the following day via QMax Agent Desktop when they log off after each session.

Netcall is one of the UK’s leading providers of Customer Engagement Solutions.

Netcall’s product suite delivers compelling solutions for end-to-end customer engagement, incorporating Intelligent Contact Handling, Workforce Optimisation, Enterprise Content Management and Business Process Management.

Netcall’s customer base contains over 750 organisations in both the private and public sectors. These include 80% of the major UK multiplex cinemas, over 70% of the NHS Acute Health Trusts, major telecoms operators and leading commercial organisations across many sectors.