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— Christian Petretich  
Director of Support, Plateau

# Plateau

## inContact and RightNow Technologies Partner on Complete Customer Service Solution for Demanding SLA Environment

Based in Arlington, Va., Plateau provides best-in-class learning management systems and performance management software to Fortune 1000 companies and large government agencies. Plateau’s suite of talent management solutions helps businesses automatically track and deliver specialized training; assess and manage employee skills and competencies; and improve employee development while increasing productivity and aligning employee learning and performance with strategic business goals.

A key component of Plateau’s success has been its award-winning customer service organization and its ability to offer tiered service levels and guaranteed response times. “At Plateau, we are committed to answering every inbound call within 15 seconds and every email within 15 minutes,” said Christian Petretich, director of support for Plateau. “Our new contact handling systems are making this possible and allowing us to generate detailed service response statistics that our sales team can leverage in sales situations to win new business.”

### The Challenge

In order to win new federal business, Plateau needed systems that would enable the customer support team to meet very stringent service


level requirements. According to Petretich, the company had outgrown its old premises-based support system. “The old system could not meet our 99 percent uptime and built-in disaster recovery requirements,” he said. The company’s selection criteria included:

- » **Ability to scale quickly**
- » **Ability to create sophisticated, skills-based routing rules**
- » **Support for a universal, multi-media queue**
- » **Access to detailed inbound/outbound response time statistics**

In addition, Plateau’s rapid growth, while positive for the company, was creating more work for the company’s IT department “We didn’t want to burden the IT department with the additional task of implementing and maintaining a new enterprise CRM application and contact handling equipment, so we determined that a hosted solution would best meet our needs,” said Petretich.

### The Solution

The support team evaluated one hosted solution, but it did not meet the company’s



scalability requirements nor did it provide the detailed reporting statistics necessary for meeting stringent service level agreements. Plateau was introduced to inContact by Right Now Technologies (RNT), an inContact integration partner. The RNT database handles the incident tracking and maintains all customer information, while the inContact system handles the front-end work. When a call or email is received, the inContact system performs a database look-up using the inbound phone number, email address or a trouble ticket ID number, which triggers a screen pop from the RNT system. InContact also manages and tracks the agent state, regardless of the media – voice, email chat or web submission via email.

In order to provide the multi-tier, service level plans that Plateau offers its customers, the new system had to merge customer information with existing maintenance plan information. Now, with inContact's skills-based routing capabilities integrated with the RNT databases an inbound contact can be identified and processed according to a set of rules associated with each service tier. Plateau is able to determine the service level and route accordingly, whether the agreement calls for standard business hours support or 24/7 support. For example, when a premium customer calls in after hours, the system identifies the customer and their support

level, then attempts to route the caller to the on-duty agent. If no one answers after three rings, the system routes the call to a second, qualified off-duty agent. If that attempt is unsuccessful, the call is routed to a supervisor or manager.

### Business Benefits


By providing more information to its representatives, Plateau has seen a dramatic decrease in the number of follow-up and transferred calls. With the new system, a support rep can perform a search against the RNT knowledge base and provide immediate feedback to commonly asked questions. Previously, each case was generating two to three follow up calls. On average the team handles about 575 cases per month.

Plateau's previous system was unable to track the amount of time an agent spent in various "states" – such as available, busy, on break, at lunch, in a meeting. With the inContact reporting tools, the ability to monitor and track agent time has improved significantly, according to Petretich. Prior to implementing the new system, the team was unable to track how long a caller was "in queue," how long callers waited for an agent or the type of interaction – email, voice, chat. With inContact, Petretich has real-time access to all of these details. "This is a definite improvement over our old system," he said.

"The inControl™ tool that comes with inContact has helped us manage the realities of a dynamic workforce," noted Petretich. "Often times, the person designated to be on-call is not available for their pre-scheduled duty time. When this happens, we are able to quickly adjust our routing rules on the fly. In the past, we would have had to put in a change request to IT. Now, we can manage that change on our own."

### About Plateau

Plateau Systems, founded in 1995, is a leading provider of adaptable Web-based software for developing, managing and optimizing organizational talent to increase workforce productivity and business performance. Plateau's software is being used by some of the world's largest, most successful enterprises, including the American Red Cross, General Electric, Internal Revenue Service, and Wendy's International. The company is headquartered in Arlington, Va. For more information, please visit [www.plateau.com](http://www.plateau.com).



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