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EVENTUS AIDS THE WORK OF THE NATIONAL MEDIA AND COMMUNICATIONS AUTHORITY WITH AVAYA INTEGRATION

The Information Ticket Handler system installed at the National Media and Communications Authority was enhanced with a new feature. Thanks to the Avaya integration, the data and content of voice calls can be attached directly to a ticket at the organization within the Eventus system.



In February of 2020, The National Media and Communications Authority replaced its Information Ticket Handler system – an in-house development based on Lotus Notes/Domino – with an award winning Eventus-based system.

Just like the former system, the newly introduced Eventus BPM solution of Fornax ensures the unified tracking and organizing of inquiries that come in via the various channels of the authority (phone, personal, e-mail, letter, web), and it supports the business processes and the direct connection to the Microsoft Exchange mailing system and the authority's own DMS filing system.

With the help of the new Avaya Call Centre integration, even voice calls made to the Customer Relationship Department can be handled within Eventus, and as a result, call centre agents are able to create tickets linked to the incoming calls in the Ticket Handler system.

The data and the content of the call can be attached to the ticket, so it can be replayed within the system. The agents therefore no longer need to keep the contents of two systems in synch manually, and a further benefit of the solution is the option to easily search for, play and download the recorded calls attached to the tickets later.

Customer: National Media and Infocommunications Authority

Technology: Eventus jBPM-based Ticket Handling Application + Avaya Call Center

Duration: October 2020 - March 2021. After implementation, the systems will be used by approximately 20 co-workers daily.

Main functionalities: data and content of voice calls can be directly attached to a public authority case within the Eventus based system

Workflow support: ensures consistent tracking and organisation of enquiries received through the different channels of the Authority, supports the business functionality and provides direct connectivity to the Microsoft Exchange mail system and the Authority's own DMS filing system.