

Customer Success Story



MOBI®

MOBI, based in Indianapolis in the US, offers cloud-based software that centralizes and automates management of mobile devices. A flexible planning software tool was needed for MOBI's customer help desk operations so that its 120 agents are in the right place at the right time. MOBI also required a cloud-based solution to ensure lower IT costs and its always running the most current software.

Taking only three months to implement, MOBI went live with Teleopti WFM Cloud on Azure in March 2016. MOBI has transformed from spreadsheet planning with unsatisfactory answer times, abandon rates and employee satisfaction, to a help desk that is now scalable, more efficient and engaged.

Win Results

- The Average Speed of Answer has improved by 56.52% from October 2016 to October 2017
- MOBI's Abandon Rate has reduced by 54.27% from October 2016 to October 2017

"Teleopti WFM has made our help desk scalable, more efficient, and healthier. It has allowed us to be proactive during peak call volumes and has even decreased call volumes. Teleopti WFM has let us completely change our operations structure at MOBI." Billy Calhoun, Client Services Manager, MOBI

Employee Engagement: MOBI has evolved its help desk by splitting into workgroups based on historical data and scheduling. MOBI agents are assigned to specific queues, which allows agents to focus on certain accounts, helping them to be dedicated, confident and successful. Agents are also empowered with the option to trade shifts, pull reports, and see their gamification awards.