



TESTIMONIAL: Aquassistances

Market: equipment and after-sales services for bathrooms
Use: real-time intervention scheduling
Product: Opti-Time On Demand

Interview with Julien Villeneuve, General Manager of Aquassistances.



www.aquassistance.com

THE COMPANY

Aquassistances is the 1st French group specialized in bathrooms installation and home maintenance. The company organizes interventions for 16 mobile technicians, on 3 regions. They plan the appointments with customers thanks to a call center.

THE CHALLENGE

Aquassistances' objective was to manage better customer calls, and to optimize planning and routes.

The challenge was to get a solution that could allow a better visibility on their activity and make them improve their productivity, without any impact neither on the quality of services and nor on the time to respond to calls, which is important for this activity.

THE IMPLEMENTATION OF OPTI-TIME ON DEMAND

When he had to choose a solution, Julien Villeneuve was seduced by the ergonomics of Opti-Time On Demand: " the main advantages of this solution are its online availability, and the fact that you can plan your routes in real time".

Opti-Time On Demand schedules all the after-sales and breakdown interventions, as well as equipment installations.

They particularly focused on the appointment making process: they wanted to be sure to immediately propose an available and optimized time slot to their customers, at the first call, and in a very short delay.

THE RESULTS

The solution makes the Call-Center job easier. Julien Villeneuve notes: " We can easily change of operator, the training is very short and they quickly become autonomous"

The capacity to deal with customer calls has also been improved. The appointments are directly planned, without having to do long and tedious searches to localize the intervention place and the resources available.

Thus, the customer service is improved. Waiting time on the phone is reduced, and appointments are scheduled at the first contact.

Opti-Time On Demand also enables managers to have a better visibility on the activity of the technicians.

Aquassistances is now looking for coupling Opti-Time On Demand to a geo-localization system.



Driving Your Way to Success

