



CPS Migrates from Avaya to Cisco

OVERVIEW

Why AMC Technology?

INDUSTRY

Utilities

COMPANY PROFILE

CPS Energy is the nation's largest municipally owned energy utility providing both natural gas and electric service. The organization serves more than 786,000 electric customers and 339,000 natural gas customers in and around San Antonio, the nation's seventh largest city.

GOALS

A stable CTI solution during their transition from Avaya AES to Cisco UCCX.

SOLUTION

Providing reliable CTI that allows for telephony control within SAP CRM.

BENEFITS

Ease of call handing and no issues during migrations to other systems.

CASE STUDY

CPS + Contact Canvas

There are a number of reasons why an organization may decide it's time to migrate to a different platform – maintenance costs, additional features, support, standardization etc. In 2016, CPS Energy made such a decision to move from Avaya AES to Cisco UCCX. CPS Energy, a long time AMC Technology customer since 2001, did not have to worry about seeking another integration product to connect their telephony platform with SAP. They knew that AMC supported Cisco UCCX and their Avaya platform.

"With AMC's Contact Canvas the migration was a breeze," said Felix Melendes, IT Lead from CPS. "We installed a new ACD, new quality management system, new recording device, new workflow management system, new call back and AMC's was the only product we didn't have problems with."

Melendes, hired in 2001 as a subject matter expert, was brought on onboard to implement AMC's integration between SAP CRM and Avaya. Since then his organization's contact center agents have grown to rely on screen pop. "Not only is it very convenient, it reduces customer frustration because they don't have to identify themselves multiple times," shared Melendes.

"With AMC's Contact Canvas the migration was a breeze... It was the only product we didn't have any problems with."

Felix Melendes, IT Lead



“We like that it [Contact Canvas] is a very stable, reliable platform and we haven’t had any problems working with AMC. We have enjoyed working with their support team.”

Felix Melendes,
IT Lead

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CPS energy on average handles 12,000-15,000 calls daily during the business week. This is their peak time, but they do take calls 24x7 in case their customers are experiencing outages. “AMC has provided a very stable platform. We don’t have any problems with their software as it is reliable. We like the support we receive and overall, it’s a good company,” continued Melendes.

When asked what advice Melendes had for others looking to migrate from one platform to another, Melendes offered, “Make sure you work with your business to gather thorough requirements so that you are looking at the correct products. You can’t base the platform just by the number of agents. If you already have CTI, you will want to make sure you don’t lose any functionality after you migrate.” AMC’s Contact Canvas has benefited CPS Energy in three main ways over the past sixteen years: reliability, maintaining high customer service and ease during migrations and upgrades. When asked about whether or not Melendes is concerned about their upcoming migration from SAP to Salesforce, he simply responded, “We know it will work, we’ve come to expect that AMC’s Contact Canvas is fine.”

ABOUT AMC TECHNOLOGY

AMC Technology is a global leader in contact center and CRM integration with a vision for improving the customer experience through increased agent efficiency and personalization capabilities. With over 23 years of experience, AMC Technology leads the market in providing contact center integration expertise and best practices. AMC powers contact centers and customer interactions for companies around the globe through its certified platform – Contact Canvas™ and unparalleled expertise. AMC products are certified by technology partners and allows businesses to more effectively manage all types of customer relationships while delivering superior levels of customer service and improving productivity.