



AGAPE
CONNECTING PEOPLE

Agape Connecting People

“Lantone Systems went the extra mile to deliver the perfect solution for our business needs. They made it possible for us to offer our customers an easily accessible and customizable email marketing service. Lantone has not just been an IT vendor, but a crucial part of our success story.”

Agape Connecting People is a leading outsourced contact centre services company, communications specialists which deliver both multi-channel outsourcing call centre services to customers with cutting-edge interaction solutions.

Serving a number of high-profile clients such as the 1777 non-emergency ambulance hotline, Starhub, Network Courier, Fullerton and the Maritime Port Authority, Agape’s team of dedicated professionals are experienced and trained to ensure high success and quality service with every customer contact.

As a Business Process Outsourcing (BPO) service provider, Agape needed an administrative portal designed to be powerful in terms of functionality, while user-friendly for its clientele at the same time.

The Problem

- 1 Agape had several requirements for their proposed administrative portal, which made for a complex project to handle. The portal was intended for use by Agape’s clients, so it must be made possible for them to log into the portal remotely to access their respective contact centre campaigns.
- 2 To make the portal user-friendly for Agape’s clients, the portal had to have a UI design that made the relevant information about a client’s marketing campaign with the company easily accessible. To keep the client up-to-date about the status of their marketing campaign, it also has to be able to automatically generate and send reports on a regular schedule.
- 3 Agape also needed to partition their clients’ data, so that each client can only gain access to the data in their respective marketing campaigns. This meant the portal had to be able to handle multiple client accounts, in order to make this partitioning possible.

The Proposal

Firstly, FocalScope could be set up with a Graphical User Interface (GUI) that displayed several business communications channels – IVR, integrated text-to-speech, and advance dialing) – as well as statistical data such as workflow, SLAs, and reports on the same screen, offering a user-friendly interface that places both comprehensive data and marketing functionalities at the user’s fingertips.

The GUI is also designed for easy configuration of marketing campaigns by Agape’s clientele, enabling them to adjust various settings and launch new campaigns without the need for technical experts to carry out the adjustments.

With this streamlined and consolidated workflow that FocalScope offers, the solution is designed to help Agape’s clients pursue their marketing much more efficiently

The Outcome

Lantone Systems won the bid to build Agape’s new administrative portal, and our FocalScope-based solution was deployed with 24 hour uptime in mind. To that end, the data server hosting Agape’s portal is supported by a backup site, with failover redundancy features that seamlessly transfer all operations to the backup in the event of a failure at the main server.

About Lantone Systems Pte Ltd

Since 1998, Lantone Systems has established itself as a leading industry player in the provision of IT solutions for MNCs and SMEs alike. We are equipped to offer a broad range of solutions that are tailored to meet the **Computing, Network, Telephony, and Infrastructure** needs of your organization. We take pride in creating highly efficient and resilient IT environments for our clients, allowing their enterprises to stay competitive and perform to their fullest potential.

For more information, please visit <http://www.lantone.com.sg>