

PROJECT NEWS

ECONET Wireless Zimbabwe spends US\$2,5 million on New Call Centre Upgrade Project

Reported by [Peter Banda](#) in Harare

30 October 2014 – Harare, Zimbabwe – Zimbabwe’s leading mobile telephone company Econet Wireless has recently finished and opened a new call centre, spending over US\$2,5 million on the infrastructure upgrade project. The new platform will enable Econet contact centre operators to respond to social media, voice telephony, fax and instant messaging service queries and complaints. The project was implemented in partnership with Jasco, an international telecommunications support company.

Speaking on the sidelines of the public unveiling of Zimbabwe Services Charter and Contact Centre in Harare on 22 October 2014, Econet General Manager Customer Service Otis Makahamadze said the group upgraded its contact centre at a cost of over \$2 million and the project was implemented in phases.



“We have upgraded and the new contact centre now has build-up capacity of 400% from what it was before. In the first phase was a combination of 52 seats and the second phase now has 220 seats and with the available equipment have three times available capacity to expand to other sites,” Makahamadze said.

He said the new call centre operated using Avaya technology that enabled the Econet to be more efficient and fast to give feedback to their customers. The Avaya solution delivers a seamless experience for voice, email and social media, allowing customers to interact with Econet through a variety of channels to connect on their terms. He, however, said the contact centre was able to capture customer feedback and this would also work as a way for the company to be able to deal with customer queries.

“Conversations are also recorded as a way of quality monitoring and grooming. The new centre is also able to distribute traffic to other terminals,” he said.

The new contact centre was able to monitor feedback and conversations on both social network and cellular communications platforms.