



## IMPROVING THE QUALITY OF WORKPLACES

### Industry

#### CHALLENGE

Contact Center

### Solution

Ceciphone is an adapted business (they employ 80% of persons with visual disabilities) that was created with a dual purpose; providing an effective and human customer service while allowing people with visual disabilities to work in a suitable environment.

Nixxis Contact Suite

Supported by UNADEV, National Union assistance for Blind and Visually Impaired, in France, Ceciphone wants to continuously improve the working conditions of people with disabilities. The company is one of the first to explore a new model for contact center agent working at home with a braille tool.

### Region

Europe

Ceciphone contact center activity is centered on qualifications sheets, customer surveys, appointment scheduling and loyalty campaigns.

### Location

Bordeaux, France

The challenge was to find a software both very efficient and fully modular, flexible in order to adapt it to the needs of different disabilities for the call center itself and for agents working at home.

To achieve the objectives of the company, management had to consider the choice of the software. Lung of call centres, these programs are not all designed for such use.

"A priority was to find a priori software open to accessibility."

**Jean-Michel Campagne, Ceciphone Director**



The company initially benefited from a partnership with a call center to discover the software of Nixxis.

## SOLUTION

### THE ISSUE OF CECIPHONE: FIND A SUITABLE SOFTWARE

To meet the specific needs of call center operators, it is from within Ceciphone that were developed integrations required for the visually impaired including a speech synthesis and a Braille console for performing the script in both ways.

The Nixxis solution has enabled Ceciphone to achieve its objective by coupling its call center solution with speech software and a Braille console, an indispensable prerequisite for working with visually impaired people.

Ceciphone could test the accessibility and usability of software for remote call center agents. In this last case, a specific ADSL line dedicated to the professional activity is installed at each agent's home to ensure a fast connection.

### NIXXIS ALLOWED CECIPHONE TO BENEFIT FROM:



**COUPLING OF NIXXIS CONTACT SUITE  
WITH THE SPEECH SYNTHESIS JAWS  
AND A BRAILLE CONSOLE**



**A PERFECT SYNCHRONIZATION OF  
DATA AND VOICE WITH THE  
SOFTWARE**



**REAL TIME SUPERVISION ON  
CONTACT CENTER AGENTS**



## RESULTS

### IN PRACTICE:

- The agent starts a campaign on Nixxis
- Starting of an adapted script, developed by Ceciphone and fully recognized by JAWS
- Customer record appears on the script and JAWS reads the information displayed
- After being processed by the contact center agent, the records are updated in the Nixxis data base and ready for further processing

"We need to do everything we can to help a person with disabilities and with the mobility and mental elements necessary to work. Because when you work, you feel better and can make plans."

René Breton, UNADEV President