

WORK FROM HOME SOLUTIONS WITH MOITELE



SUMMARY

Enayble Solutions is a growing **digital marketing consultancy** built for the digital age. Enayble Solutions offers web development, marketing, and branding services. Enayble Solutions required solutions to **improve their productivity and monitor agents** activity and calls while they were working from home.



CHALLENGE

Enayble Solutions needed a voice calling provider that offers quality customer support and compatible softphones for employees working from home. They needed a provider that addresses these key concerns:

- Reliable voice services that promote working from home
- Quality support for sales team assisted with quality support
- Quality voice calling with no call dropping
- Agent monitoring tools
- Ability to make phone calls while working from home



*"I have been using **Moitele** services for the last 2,5 services for our sales team and what can I say, it has been fantastic overall"*

Akhil Nair

Managing Partner, Enayble Solutions





SOLUTION

Moitele offered **Enayble Solutions** quality voice calling and when issues did arise, Moitele support team quickly resolved it within minutes. **Quick and quality support** from Moitele helped Enayble Solutions and the agents increase their productivity while working from home.

CUSTOMER SUPPORT

Moitele offered omnichannel customer support to troubleshoot problems faster and allow agents to return to calling

VOICE QUALITY

Enayble Solutions experienced low jitter and low latency with access to HD voice due to Moitele's voice quality monitoring

COMPATIBLE SOFTPHONE

Moitele's WebRTC softphones works within every mainstream browser with no requirement for installation






AGENT TRAINING

Moitele team also offered agent training for teams if they need additional support when learning to use Moitele services



IMPROVEMENTS WITH MOITELE

Moitele's solutions ensured Enayble Solutions' customer satisfaction and their sales team were able to smoothly work from home.

-  Business improved due to sales team capability to reach prospects around the globe
-  Zero issues with call dropping and voice quality interruptions
-  Easy to use customer portal simplified employee performance monitoring
-  Improved employee productivity with KPI monitoring tools
-  Sales team was able to have longer and uninterrupted conversations with customers

