



Making Your Business Run Better

CRM, CCM, QA, eLearning



is trusted by many blue chip clients in Ireland and internationally.

Business Process Outsourcing



Financially Regulated



Telecommunications



Groups and Associations



Waste Management



Utility / Government



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Medical



Making Your Business Run Better

Contact Management



Customer Relationship Management



eLearning



Quality Assurance



Systems Integration

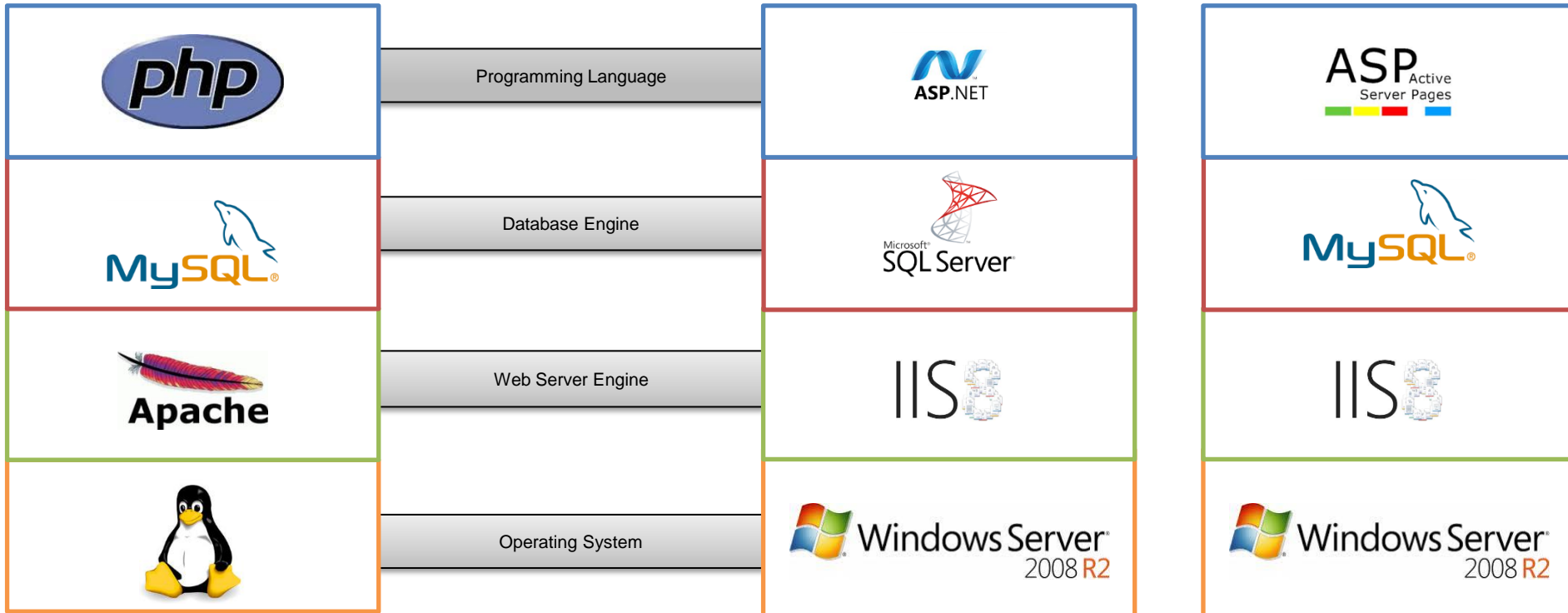




Innovation

28/01/2017

From the ground up



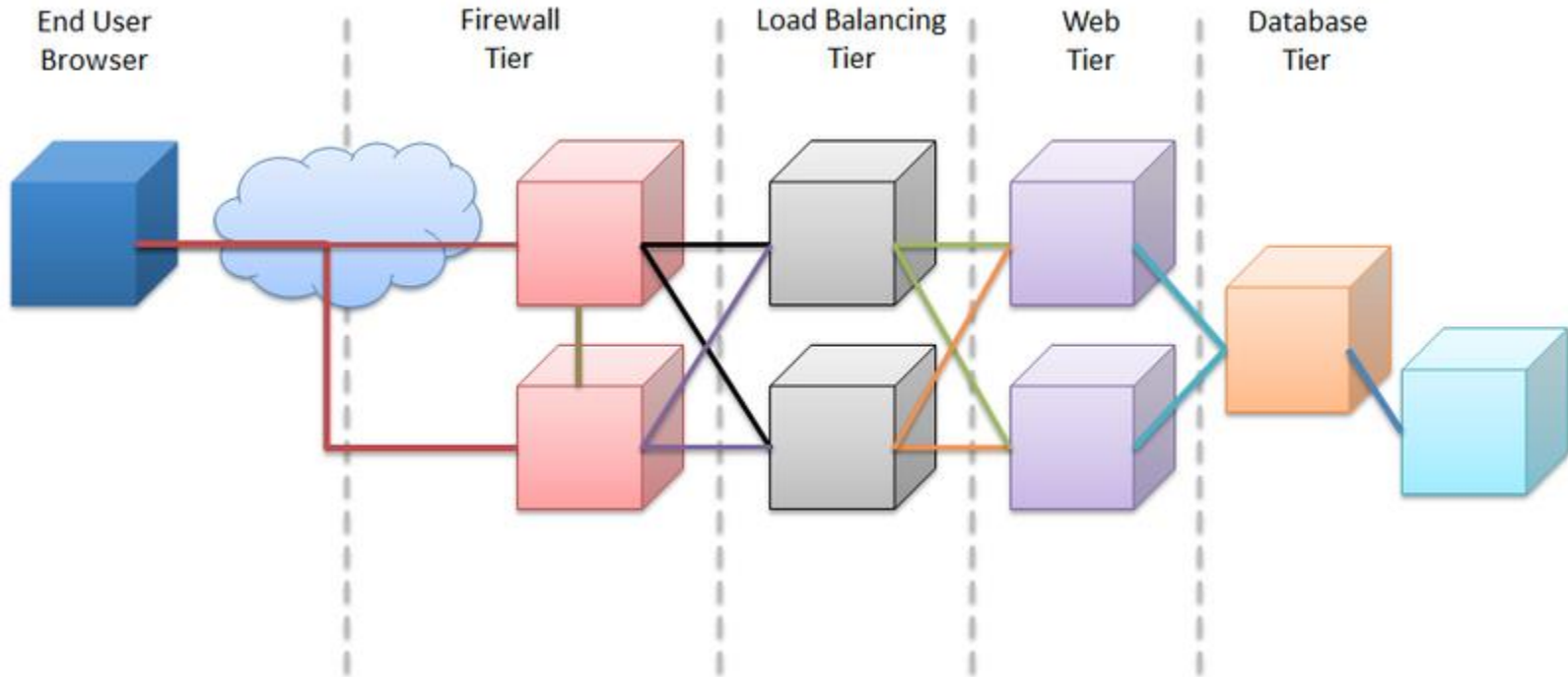
LAMP

WISA

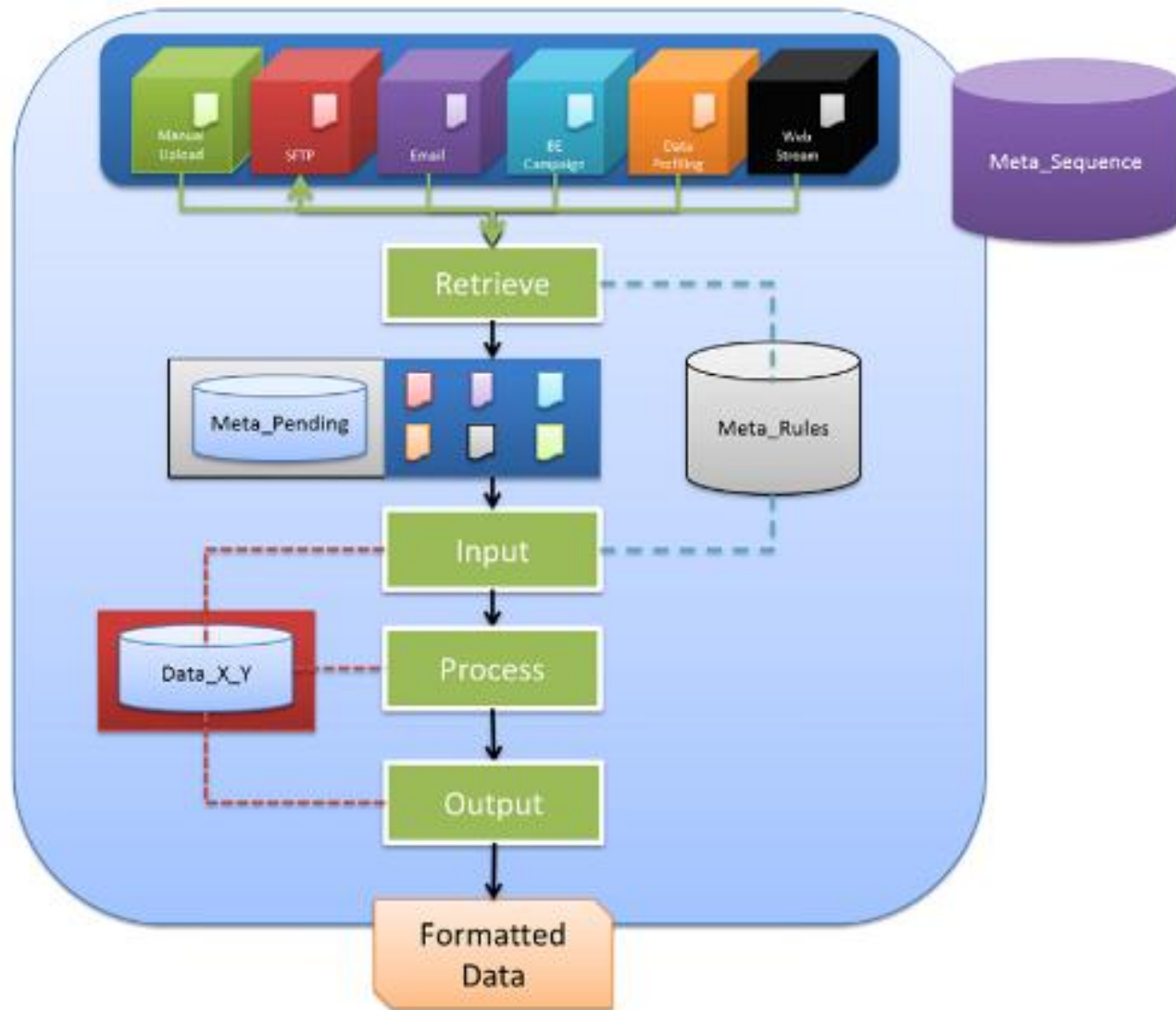
WIMA



Complete security



A single version of the truth





Reporting



Welcome to your bxp Dashboard.

This dashboard provides you with your systems key statistics. For more information on any aspect of this dashboard, please read our Wiki. [Click here.](#)

Did you know that... Holding down Ctrl and tapping X on the keyboard is the "Cut" function [Read Wiki](#)

Rate your experience

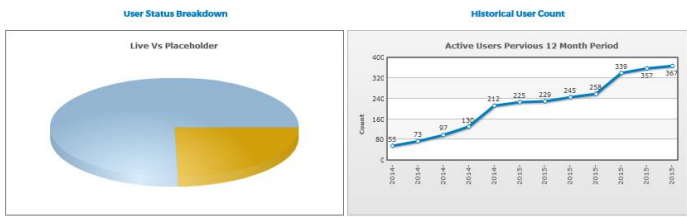
Your Current Opinion

Dashboard Quick Links

[Reference Documents](#) [Exp Invoices](#) [Security Documents](#) [Report A New Request](#) [View All Open Tickets](#)

System Users Information

Live users	Placeholder users	Retired users	Total Users	Users Locked out
393	128	137	658	0



System User Grouping

Department Count	Role Count
17	5

[Dept Breakdown](#) [Role Breakdown](#)

System Role Breakdown

Live Users

Role Name	User Count
Agent	297
Analyst	11
General	54
Team Lead	24
Trainer	6

All Live Users, including placeholders

Role Name	User Count
Agent	354
Analyst	15
General	120
Team Lead	25
Trainer	6

System Billing information

Texts this month	Texts last month	Prebilled hours available	Support hours available	Billable hours this month	New Jobs this month
0	14	96.5	0.5	3	21



bxp client dashboard report



FEXCO quality management



Logged in as: Patrick Jenkins | Logout

Home » Key Stats » Operations

QA Reports Selection Page

Training Document

Please select a time period

Monthly

Please select a Year

2015

Please select a Date Range

Month 3

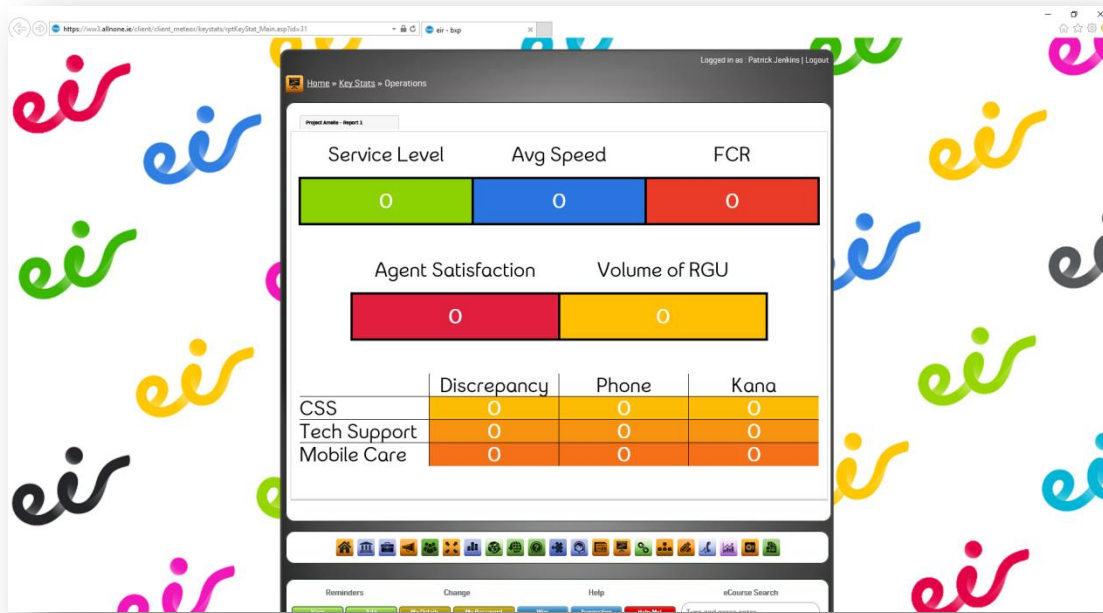
2015-3-01

2015-4-01

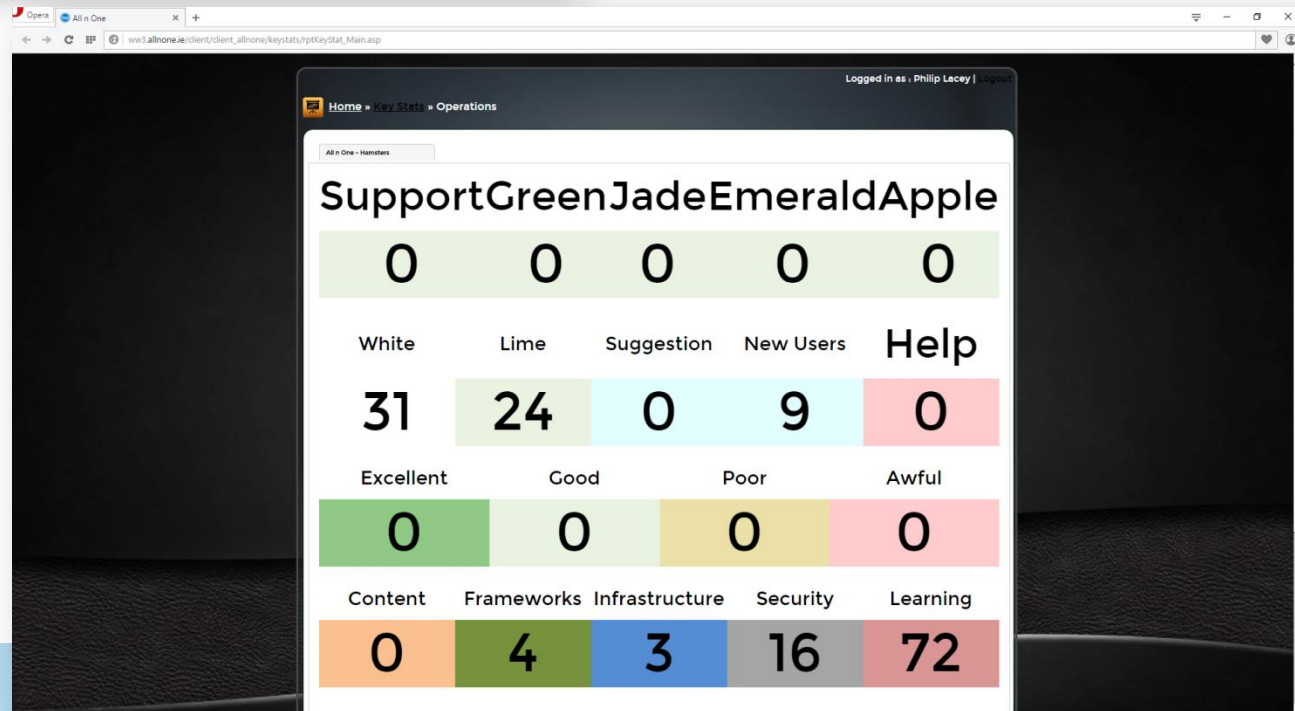
Contract Selection

- All
- Aer Lingus
- AIB
- Bon Secours
- Bord Gas Energy
- Calsonat
- Carelines
- DPD Shared Service
- FEXCO Merchant Services
- Gas Networks Ireland
- Pre Calibration
- Prize Bonds
- SEAI

All Contract Types



eir supplier management





All n One operations management



Logged in as: Patrick Jenkins | Logout

Home » Key Stats » Operations

FMI Quality - Agent tracker

Discount Plan DD

Agent	Total Quality Checks	Qualities Answered	Cost busy to complete assessment	1	2	3	Cancellations	Average Score	Quality Outcome
Nikola Juric	1	1	0				0	No Results	No Results
David Kelly	3	3	0	100%	100%	100%	0	100%	Pass
Bernard Clyne	1	1	0	100%			0	100%	Pass
Sybil Wagar	1	1	0	88%			0	88%	Pass
Marcia Eloisa De Moraes	1	1	0	100%			0	100%	Pass
Kevin Brothwood	1	1	0	100%			0	100%	Pass
Dave Ryan	1	0	0				1	No Results	No Results

Discount Plan No DD

Agent	Total Quality Checks	Qualities Answered	Cost busy to complete assessment	1	2	Cancellations	Average Score	Quality Outcome	
Gerard Fraggibson	1	1	0			0	No Results	No Results	
Stefan Mitchev	1	1	0			0	No Results	No Results	
Vanya Ivanova	1	1	0	72%			0	72%	Fail
Rory Young	2	2	0	100%			0	100%	Pass
Bernard Clyne	2	2	0	100%	100%		0	100%	Pass
Ross Metcalfe	1	1	0	100%			0	100%	Pass
Mario Cloulette	1	1	0	100%			0	100%	Pass

Lifestyle Choice

FMI Client Reporting



BOI operations reporting



Bank of Ireland For small steps, for big steps, for life

Home » Key Stats » Operations

BOI - MI - MI_V2 - Now BOI - MI - MI_V2 - By Type BOI - MI - MI - By User BOI - MI - MI - By User By Time

MortgageStore.ie - MI Reports - Current Status

The below report is generated from the CDA table (Current Status)

Management MI Quotes		Management MI Submits	
QUOTES		SUBMITS	
Quotes (Stage 7, 8, combined)	678	Submits (Stage 9 Only)	2724
Contact	153	Contact	1657
No Contact	525	No Contact	1067
Contact Rate (of Quotes i.e. 7,8,9)	22.57 %	Contact Rate (of Quotes i.e. 7,8,9)	60.83 %
Number of 'Agent to Stage 9' conversions (i.e. 10 of 60 contacts were manually taken to stage 9)	1	SUBMIT QUALITY	
		(Using 'Contact' number as base)	
		Eligible (AIP)	104 6.28 %
		Not Eligible	709 46.41 %
		Enquiry Only	707 42.67 %
		Call Back	43 2.60 %
		Diary Forward	33 1.99 %
		SUBMITCONVERSION	
		Eligible AIP	104
		Application to Mortagelink	22
		AIP to APP Conversion	21.15 %
		Application Approved	34
		Approved % (using Application as base)	32.69 %
		Offer Accepted by Customer	5
		Accepted %	4.81 %
		Drawdown	13





Why Us?

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Why do business with All n One?

- **25+ years Business Process Experience**
- **Highly trusted partners**
- **100% secure service provision**
- **Passionate about Innovation**
- **Proactive in thought leadership**
- **Low cost licence model producing high value savings**
- **Strong investment return ratio**



Accreditations / Awards

- **2008 - CCMA Awards - Winner –**
 - **Best New Product or Service**
- **2009 - CCMA Awards - Highly Commended –**
 - **Best Contact Centre Supplier**
- **2010 - CCMA Awards - Winner –**
 - **Best New Product or Service**
- **2010 - CCMA Awards - Winner –**
 - **Contact Centre Supplier of the Year**
- **2011 - CallCentreHelper.com –**
 - **The Top 25 Contact Centre Technology**
- **2012 - Irish Sales Champion Awards - Winner –**
 - **Best Use of Sales Technology 2012**





Our Background

History

- **Established 2005**
- **10 Employees**
- **Offices: Dublin, Belfast, London**
- **Highly Technical Team: BSc+ minimum**
- **Multi-Award Winning**



Our Offering

- **Business Process Modelling and Management Toolkit**
- **SaaS Based Service**
- **Self Service Format - No IT Support Needed**
- **Access on Any Device From Anywhere**
- **Highly Secure**
- **ISO27001 & ENISA Compliant**





Our Product

28/04/2017

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Making Your Business Run Better

Contact Management



Customer Relationship Management



eLearning

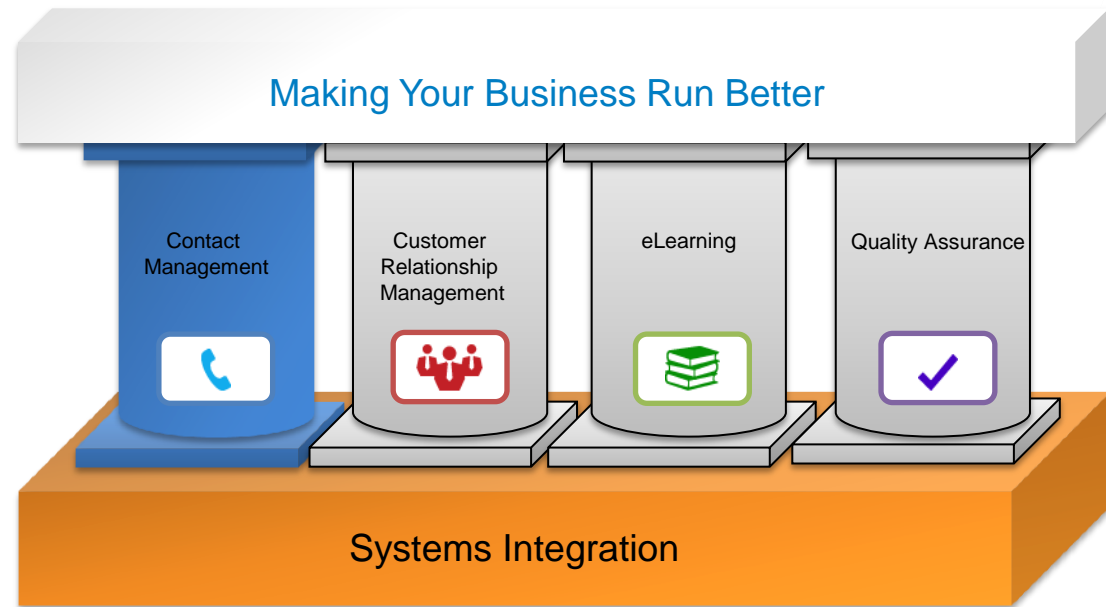


Quality Assurance



Systems Integration

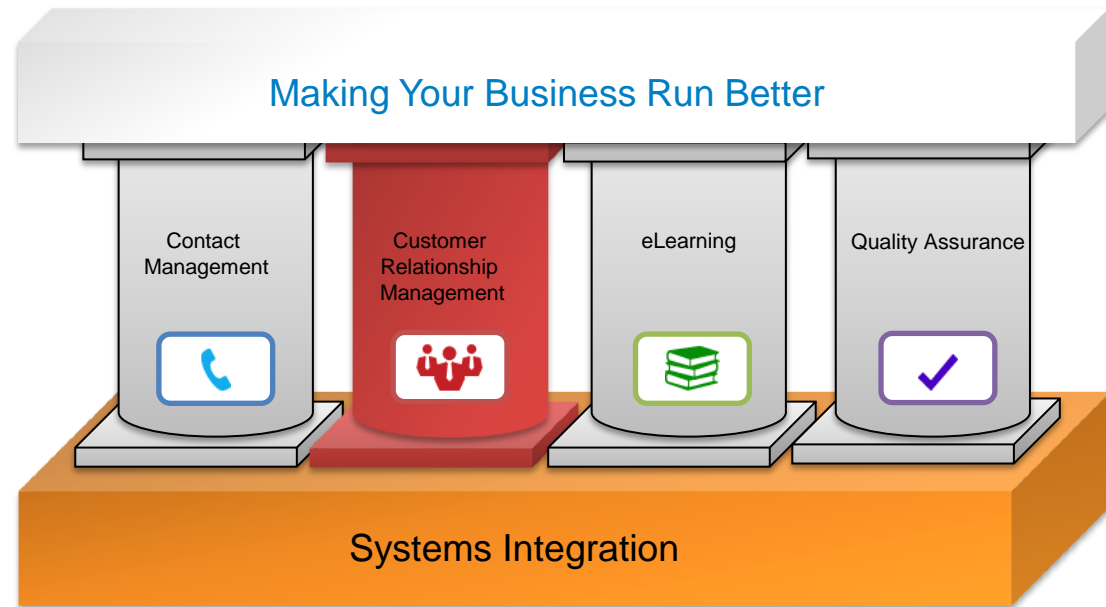




Contact Centre Management

bxp software turns your customer data into useful information, **improving marketing effectiveness, increasing revenue,** and preventing customers from defecting.

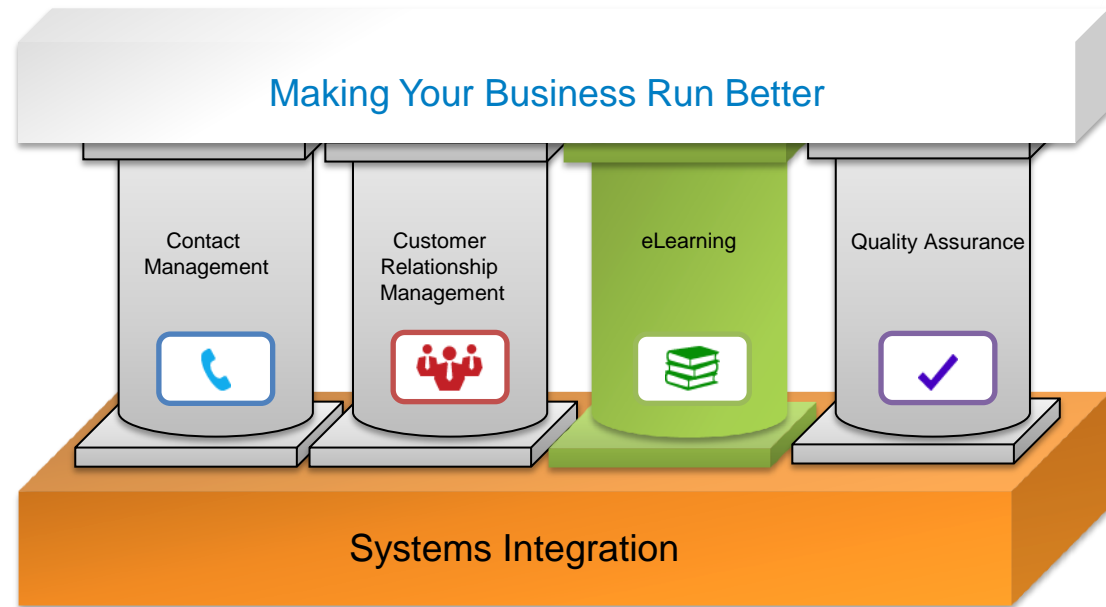




Customer Relationship Management

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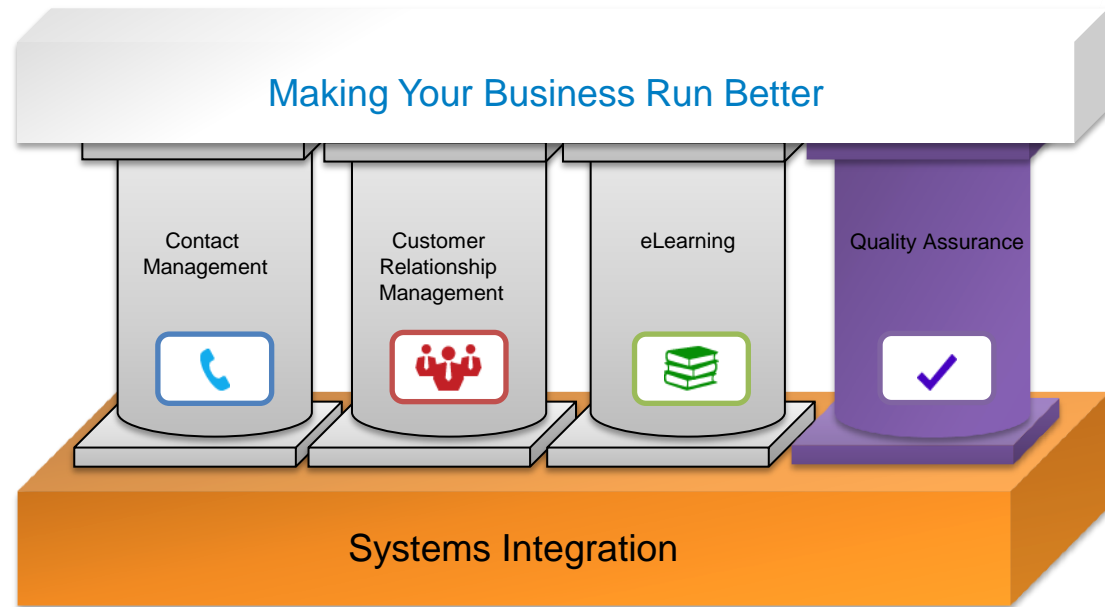




eLearning

Our eLearning tools are highly adaptable which means you can tailor bxp to exactly match your business needs. Loading documents, spreadsheets, audio-visual presentations or films couldn't be easier so you can be sure your students will enjoy the most efficient training available





Quality Assurance

bxp software allows you to assess and measure Quality Assurance against **your** criteria, **your** rules and **your** standards at the times that are best for **your** business.





Our Clients

28/01/2017

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Case Study



FEXCO is one of Ireland's leading Contact Centre Outsource Partners. Their offering includes Multi-channel Capabilities, Customer Satisfaction and Quality Training

FEXCO's Resource Planning department currently deals with over 100 daily tickets from across a multi-site environment. Incoming

tickets were not efficiently categorised, and they did not have search or reporting capabilities.

By using a blended form in conjunction with a work list, bxp created a Ticketing Tool that logged all tickets sequentially



Case Study



bxp pre-populates fields using logic management and through the intelligent use of outcomes they are able to communicate instantly with topic specialists or, for example, set automated calendar reminders.

We are still in the pilot phase of this concept and are already seeing great improvements in the quality of the information received which has led to an increase in first call resolutions.

*Patrick Falvey,
Solution Developer,
FEXCO*



Case Study



On 15 July 2014, 3Mobile and O2 combined to create a truly impressive network. By combining the scale of O2 and Three's passion for innovation, they provide great value with an even better network performance.

Following this successful acquisition, 3Mobile faced the

challenge of training new staff members to build

their knowledge of internal processes and procedures.

For example, they needed to train retail staff on store systems, including, cash and card transactions.

They also needed to provide information on products, promotions, and special deals.



Case Study



Having previously delivered training through a blend of classroom and desk-side training. 3 wanted to improve their training by making the training more accessible, faster and more varied.

The flexibility of bxp's eLearning platform means that virtually any media can be loaded in seconds and the relevant personnel can access the material from any location on any device.



bxp has significantly reduced the time taken both to create the material, and to deliver it, taking travel, for example, virtually out of the picture. Taking into account content management combined with trainers and trainee time, the number of man hours saved is already being measured in the hundreds.

Raquel Hanley, Head of L & D