# DIY admin

## Pyrios IVR application slashes job admin workload for AA Roadservice

### Call automation helps AA Roadservice contractors cover more ground; cuts contact centre workload

Creating efficiencies in admin systems makes a world of difference to contact centres, reduced workload and resource costs are just the start. Specialists earn their keep by recognising inefficiencies and introduce streamlined systems that marry workflow and information, without major redevelopment.

### Manual job sign-off holds up Roadservice contractors

There's no better sight to drivers stranded roadside than an iconic yellow AA Roadservice vehicle pulling over to help. Perhaps that's why AA is the oldest and largest motoring club in New Zealand, with 1.6 million members.

**PROJECT SNAPSHOT:**

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| *Client:* | New Zealand Automobile Association (NZAA) |
| *Challenge:* | Automate a manual job sign-off process |
| *Solution:* | Pyrios IVR application design and job system integration |
| *Benefits:* | Automated job sign-off puts Roadservice contractors in the driver's seat and on the road to their next job faster. Contact centre workload is cut |

*Nothing drives workers crazy faster than cumbersome administration.*

Flat battery, breakdown, lost keys, flat tyre, empty tank, broken windscreen – no problem. AA Roadservice gets drivers back on the road. However, after doing good work, Roadservice contractors had to wait at the roadside while they phoned in to speak to an AA contact centre agent to close off their job. Time that'd be better spent helping Members.

## IVR application puts AA Roadservice contractors in driver's seat

Recognising this inefficiency, AA engaged Pyrios, a proven and trusted partner. From there, Pyrios designed a simple IVR application for contractors to key in their ID and job number to sign-off each job automatically.

The system works seamlessly with NZAA's job dispatch application and sign-off database. That's the end of contractors waiting in call queues and the key to getting back on the road to the next job faster.

Contact centre workload is cut, providing more time for Member calls.

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