RECRUITMENT CONSULTANCY INCREASES STAFF PRODUCTIVITY AND REDUCES LOST BUSINESS

The London Teaching Pool (TLTP) forms part of the TLTP Group which is a public sector recruitment consultancy. Founded in 2006, TLTP provides teachers with access to the latest and most sought-after jobs in education, whilst supporting schools in attracting the very best teaching candidates and school support staff.

TLTP's highly experienced recruiters provide outstanding consultancy to both their candidates and employers, and the company is a winner of the REC Audited Award, the gold standard in education recruitment. Not only does it employ the very best recruitment professionals but it also invests heavily in their ongoing development in order to support them to deliver a personal, cost-effective and efficient recruitment service.

The challenge

TLTP was searching for a solution to help it better manage its staff and to increase productivity and improve time management. Managing Director, Darryl Mydat explains:

"As our company has grown, our staff inevitably increased and we discovered that it was becoming difficult to monitor day-to-day interaction between our staff, teaching candidates and school support staff. At this point we realised we needed to find a solution that would allow us to oversee our entire business."

The results

The Akixi solution was deployed giving TLTP the ability to see what was happening to calls from beginning to end, providing both historical and real time call analytics in the form of dials, graphs and wallboards. The wallboard offered large individually configurable tiles with alarms, giving the business a highly visual overview of its calling operations.

The abandoned call recovery reports soon became a popular feature for TLTP, as Darryl continues.

"We wanted to achieve a situation where we could find out how long our staff were on a call for, who they were talking to and most importantly if there were any calls that, for whatever reason, our staff did not get around to successfully answering. Akixi's lost call recovery proved to be one of the most important features of the service since it meant we didn't risk losing any business."

Akixi's configurable digital wallboards also proved to be a favourite feature of Darryl's:

"The wallboard is very helpful for us to monitor the status of all call activities coming in and out. With percentages and dials incorporated into the wallboard it makes it even easier for us to summarise real time activity."

The London Teaching Pool has found the Akixi service to be extremely valuable, as Darryl concludes:

"It has become a fundamental part of our consultative approach to our clients. Akixi has helped us increase productivity of our staff, in particular enabling us to identify which staff require further training due to short call times, and it has created competition amongst our Sales team. Also the technical support we receive from the Akixi team is exceptional."

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>
> Darryl Mydat, Managing Director – The London Teaching Pool

Get in touch

You can find more at **www.akixi.com**

or contact our team who will be happy to help:

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