

Milwaukee Electric Tool Powers Customer Service With AltiGen's (PK: ATGN) MaxACD

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Tallahassee, FL 1/27/12 (StreetBeat) -- AltiGen Communications, Inc. (Pinksheets: ATGN), the leading provider of integrated Microsoft-based Unified Communications solutions, today announced that Milwaukee Electric Tool Corp. has deployed AltiGen's MaxACD contact center solution for Microsoft Lync.

Milwaukee Electric Tool Corp. is an industry-leading manufacturer and marketer of more than 500 heavy-duty, power tools, hand tools and 3,500 accessories for professional users worldwide. The company has a history of using state-of-the-art technologies and sophisticated manufacturing techniques to deliver durable and reliable professional tools of the highest quality. The company is a subsidiary of Techtronic Industries Co. Ltd, whose global brands include such products as Ryobi®, AEG® power tools, Homelite®, Royal®, Dirt Devil®, Regina® and VAX® floor care appliances.

In 2010 the company began a project to replace its IT and communications infrastructure to ensure efficiency and the best customer service. "I was brought into Milwaukee Tool to manage the transition from legacy technology to a Microsoft based foundation," said Craig Mueller, Senior Manager of Infrastructure. "The goal was to shift the IT department from being a cost center to a provider of data and tools that would enable and empower our employees."

Mueller's team first transitioned the company from Lotus Notes to Microsoft Exchange. The aging Siemens PBX infrastructure was then replaced with Microsoft Lync to provide PBX, IM, conferencing and collaboration capabilities across the enterprise. In 2011 the company set out to implement a new contact center that would complement the company's Microsoft technology investment.

"We evaluated all of the available contact center options for Microsoft Lync," said Mueller. "AltiGen's MaxACD software stood out as being intuitive, manageable and very cost effective. We liked that applications such as ACD reporting and call recording management were already built in."

Milwaukee Electric Tool has now unified all service operations using AltiGen's MaxACD contact center for Lync. Using the contact center's skills based routing, callers are identified and connected to the agent best qualified to provide support across the nationwide service centers. With priority queuing, major customers

receive the best possible support. The contact center managers also routinely use applications such as MaxSupervisor and MaxInsight to monitor interaction with a customer in real time, and make staffing adjustments as necessary.

"Our supervisors and agents are enjoying all of the new capabilities in the contact center," said Mueller. "With our new, stronger foundation, we will be in a position to ensure the best possible support for our growing base of customers."

"We're proud that a company with such a strong reputation for quality selected MaxACD to provide service to its customers," said AltiGen Vice President of Sales Mike Plumer. "Our goal is to make it simple and affordable to deploy a contact center for any company upgrading to Microsoft Lync."

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