

# Briefs: BT to handle Microsoft call-routing plan

January 26 2006

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British Telecom will manage Microsoft's OneCall worldwide call-center initiative for the next two years.

BT said Thursday it had signed a two-year contract with the software giant to set up 77 customer-service call centers for Microsoft over the next 18 months.

Terms of the agreement were not revealed.

OneCall is designed centrally to manage call routing for all of Microsoft's worldwide call centers "resulting in improved customer service levels and better use of call center agents," BT said in a news release.

The call centers support sales and marketing teams as well as customer service and tech support.

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Citation: Briefs: BT to handle Microsoft call-routing plan (2006, January 26) retrieved 25 April 2024 from <https://phys.org/news/2006-01-bt-microsoft-call-routing.html>

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