



# University Clearing 2020

Don't miss a call with Gamma's Best Practice Plan



**Our 6-step Best Practice Plan will see you through Clearing whilst maintaining peace of mind and continuity.**

Clearing can be a stressful time for any university. With the in-depth requirements that your telecoms infrastructure is expected to meet, you need to make sure you have a reliable contingency plan in place. Stay ahead, stay resilient and enjoy a hassle-free Clearing. Gamma's 6-step Best Practice Plan can help to ensure that you are prepared and can enjoy the 2020 Clearing.

## 6-step Best Practice Plan

### Step 1

Start the planning process as early as possible. It's time to review your existing set up and its suitability for the demands of Clearing.

### Step 2

Review forecasted call volumes.

### Step 3

Identify agent numbers and call queue requirements.

### Step 4

Create test strategy and schedule load testing.

### Step 5

Complete testing at least one month prior to clearing.

### Step 6

Activate change freeze on telephony solutions one week prior to Clearing.

## Why Gamma?

The number of universities who rely on Gamma for Clearing has increased by 20% for the second year running.

We've seen an increase in customers benefiting from our on-site engineering service to ensure maximum network performance and ultimate peace of mind on the day.

Over a third of the UK's universities trust Gamma to keep them connected during one of the most important challenges their telecoms will face during the academic year.

## 2019 Clearing Statistics

We **successfully delivered a total of 663,176 calls** during the 2019 Clearing.

We saw a **25% increase of universities choosing on-site support** from our expert team.

We **supported 20% more universities** with Clearing than in 2018.

We saw the **highest increase in Universities choosing our cloud call centre application** to support their Clearing.

We **only hit 33% of our planned capacity!**

## So how can we help?

**We can provide a dedicated support team** for managing Clearing, including a separate support contact number to call on the day - this can include onsite support from one of our experts. We saw a 25% increase of universities choosing on-site support on the day.

**We can offer you a bespoke support model** for managing issues related to Clearing, including support from the Clearing war room and incident bridge for fast resolution of any potential problems.

**We have utilised additional systems development resources** to improve the management of customer call queues and the ability to resolve related issues.

**We can give you peace of mind** that Clearing calls will not be impacted by normal operational traffic, due to the bespoke call routing applied to clearing solutions.

**We can help develop and review contingency plans** to effectively mitigate any issues which may arise with individual solution components.

## Face Clearing with Gamma in 2020

In addition to the benefits mentioned here we also have a wealth of knowledge and experience on the subject. Don't just take our word for it though, take a look at our website for more details on how we work with some of the major universities and colleges.

In order to ensure that you get the most out your telecoms for Clearing, contact us today to arrange for one of our experts to visit you and get you started with our 6-step Best Practice Plan.

Contact us to request a meeting and discover more about our Clearing services - here to help you through the most important time of the year.

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