

## Vodafone Spain

J. Ignacio Casado, director of operational support in customer care, at **Vodafone Spain**, the wireless carrier, discussed an application for pre-paid customers, deployed as a hosted service by **Ydilo**. He said the number of agents serving this application was reduced by 50% while maintaining customer satisfaction. Two million calls were managed by IVR in Q1 2004. The system supports 480 simultaneous calls now, and is being expanded to 1,800. He said that only 6.4% of calls are diverted to agents because of recognition errors.