

VocoVo

Building strong teams

Connecting teams in 200 Wickes stores across the UK

Wickes



vocovo.com



The big picture

Main heading to go along here

Wickes operates from over 230 stores across the UK. There are currently 10,000+ products in the Wickes range from kitchens and bathrooms to paint and timber, all of which are available to buy in-store, online or by telephone.

Wickes was already using headsets throughout its stores to increase store efficiency and improve customer experience. Having seen the efficiencies and increase in service quality to store customers, they wanted to fully realise the benefits that this technology could bring. However, their existing wireless headset system was not robust enough, resulting in large, frequent repair bills. It also lacked some key functionality that Wickes wanted to introduce for their staff.

Wickes stores offer a broad product range, giving their customers everything they should need for any project, the need for Wickes' colleagues to be knowledgeable around each product is integral to the stores ability to provide exceptional customer service. Training new colleagues and building their knowledge on all the products takes time. With this in mind, Wickes approached VoCoVo, to ensure that in-store communication in Wickes stores would deliver efficient, smooth communication.

Wickes wanted to...



Have a more robust and reliable solution



Equip staff with a multi-purpose device



Drive efficiencies and increase service quality



Invest in a cost effective solution

VoCoVo provided



Installed headsets in order to connect staff across the entire shop floor. Allowed staff to save time and redistribute their efforts in delivering great customer service.



In addition to the current features, Wickes is also keen to implement CallPoints in all stores during the second phase of implementation. CallPoints will be located in various areas around the store enabling customers to speak directly to a member of staff.

In the managers words

"We are really impressed with the quality of the VoCoVo headsets. Costs have been reduced as we no longer have to replace parts so frequently."

Paul Cannon | Head of Retail IT