

# Americana speeds deliveries with Avaya

by [Mark Sutton](#) on Sunday, 25 November 2007

Regional food giant Americana is aiming to speed up home deliveries, with the implementation of Avaya call centre solutions at its contact centres across the UAE.

The new call centre solutions, which were deployed by Avaya Gold Partner Future Technologies, will be used to manage home delivery orders for Pizza Hut, Hardees and KFC.

The company selected the new solution in order to cope with rising call volumes, increasing costs and to manage multiple contact centre locations.

Nicolas Magem, sales manager at Future Technology commented: "Avaya will equip Americana with a state-of-the-art call centre solution capable of handling a huge volume of calls, store customer data, and allow customers to email their orders," said "A scalable systems means that Americana also has the option of increasing the number of call centre agents as the business grows."



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