



CASE STUDY



Consulting

When a large outsourcer wanted to increase service levels while cutting costs. We were ready to transform them.

AT A GLANCE

- 90% of calls answered within 20 seconds
- 6.5% increase in agent productivity
- 4 more hours per agent per month extra capacity
- Real-time Adherence modules provide visibility and control
- Operational Analytics measures and monitors agent performance
- SaaS-based Intraday Task Management to identify idle time
- Rules based system to capture idle time and assign tasks
- Target Operating Model ensures successful integration
- Closed loop analysis, investigation, improvement and optimisation

Customer's opportunity

In the outsourcing market, service levels are a key competitive differentiator and vital to success.

But how do you deliver better customer service without increasing costs when you have 3000+ agents?

You turn to expert consultancy.



How we enabled it

Using our innovative Operational Analytics platform to measure and monitor agent performance, our consultants revealed where improvements could be made in the customer's contact centre. We knew our customer could achieve significantly better scheduling and more precise forecasting, as well as benefit from an Intraday Task Management strategy.

By replacing their existing tier-1 Workforce Management (WFM) system with a cloud-based, quick to deploy solution, our customer could not only realise greater benefits, but do so much more quickly. Benefits such as empowering team leaders with real time visibility and control over their teams' activities – ensuring agents are always prepared and always productive. By identifying agent idle time throughout the day and automatically assigning agents off-phone activities like training, admin or back-office tasks, our customer's agents could not only be more productive but more engaged with the business.

Consulting services delivered:

- Operational Analytics platform
- Software-as-a-Service (SaaS) Workforce Management with Real-time Adherence
- Intraday Task Management (ITM)
- Target Operating Model (TOM)

Our customer is happy because

We helped them not only improve agent productivity, but also reduce the administrative burden on team leaders, who are now free to focus on more strategic tasks such as agent development and mentoring.

IN OUR CUSTOMER'S WORDS:

"We now have a very powerful and effective operational optimisation strategy which has enabled us to exceed targets and continues to have a positive impact on our contact centre business."

90%

of calls are now answered within 20 seconds

4hrs

increased agent productivity

Find out how IPI can enable your business today and in the future.

T +44 (0) 1189 184 600

E ipi.info@ipintegration.com

W ipintegration.com

**DELIVERING
BEYOND TODAY.**