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Call Center Increases Performance and Customer Satisfaction with Teramind

"Teramind helped us improve our agent utilization, employee productivity and engagement rate resulting in better quality of service, increased yield and transparent customer reporting"

Head of Operations

Business Challenges

Company has faced challenges in some key areas of its core business:

- ✓ Non-uniform results across call center agents - productivity not as expected.

- ✓ Poor ops performance - lower Answer Seizure Ratio (ASR), First Contact, Resolution (FCR), SLA/Response Time.

- ✓ Lower level of customer satisfaction resulting from the above.

Success Factors

Being a call center, success largely depended on the company's ability to deliver great customer service in a high-stress environment. Company needed a way to maximize their agents' performance, have them respond to customer complaints rapidly, increase engagement and overall improve the quality of service through hands-on training.

Company Profile

Company provides business process outsourcing for customer service, sales support and a variety of other services to some of the largest organizations in the world.

Solution

Activity Monitoring:

✓ Track agent activities, session time, actual work time.

✓ Determine engagement rate with idle time vs. active time with customers.

Skill Identification:

✓ Identify high performing employees, superstars and agents who needs improvement.

Productivity Analytics:

✓ Get detailed productivity report with insights on company's expenditure on productive vs. unproductive tasks.

✓ Find areas of improvement for apps and resources being used.

✓ Better reporting and sharing of result with contracted company.

Teramind UAM

Privacy Friendly User Activity / Employee Monitoring

Teramind's UAM/User Behavior Analytics (UBA/UEBA) solution comes with everything essential you will need for employee monitoring, third - party monitoring, insider threat detection and workplace productivity optimization use cases.

Solution

Live View and Session Recording:

- View live or record user desktop, chat sessions and calls to observe entire call experience from the customer's point of view.

- Identify opportunities to improve scripts.

- Use the captured video to train new/underperforming agent with recordings from experienced agents.

Behavior Based Policies and Rules:

- Setup rules to detect anomalies with intelligent behavior engine.

- Give automated, on time feedback, warning or praise depending on employee behavior. For example: warn them when idling for too long, late at shift or being very active.

About Teramind

Teramind is a leading, global provider of employee and user activity monitoring, workforce productivity optimization, user behavior analytics, insider threat detection, forensics and data loss prevention solutions.

Over 2,000 organizations in finance, retail, manufacturing, energy, technology, healthcare and government verticals across the globe trust Teramind's award-winning platform.

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Result

Company was able to see improvements in the following areas:

✓ Better visibility to agent activity and performance.

✓ Improved contact resolution, call answer ratio, mean time to response and quality of conversations.

✓ Developed a company wide Personnel Development Plan utilizing insights derived from Teramind. Increased employee engagement, job satisfaction and reduced turnover.

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Live dashboard demo