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Contact Center with 500 agents resolves high attrition rates using AI-driven conversation analytics.
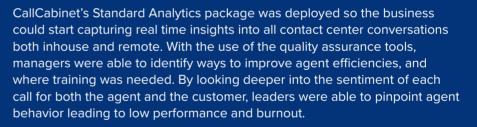
Situation

The contact center environment can be massively demanding on agents especially when fellow agents decide to up and leave. This contact center had half their workforce inhouse and the rest remote on a rotational basis, and when any agent resigns there is a sudden and unexpected increase in workload for the remaining agents until a suitable replacement has been found.

This contact center operation required a solution that could provide comprehensive insights into staff morale, training and operational efficiency. Managing agent burnout was also top of the list, directly tied to the issue they were experiencing with attrition, as well as operational efficiencies that needed addressing.

Use Case

- Scoring agent performance
- Track agent performance
- Improve agent efficiency & productivity
- Training refinement
- Measure adherence to scripts
- Improve staff performance with detailed call data

Solution

CallCabinet's Standard Analytics package was deployed so the business could start capturing real time insights into all contact center conversations both inhouse and remote. With the use of the quality assurance tools, managers were able to identify ways to improve agent efficiencies, and where training was needed. By looking deeper into the sentiment of each call for both the agent and the customer, leaders were able to pinpoint agent behavior leading to low performance and burnout.

With the new ability to access recorded conversation data visualized in dashboards, agent call volumes and company performance were easily viewed and monitored daily. Using these new insights, management set up a buddy system that paired top performers with those that were struggling. By being able to see where knowledge gaps existed, agent training is updated regularly resulting in immediate performance improvement and heightened employee experience.

Today the contact center operation looks dramatically different than it did before. Agent burnout rate has dropped significantly, aided by the community culture that has started to take hold thanks to the buddy program, and the improved awareness of call volumes. Additionally, the organization is now utilizing data that is materially improving new agent onboarding, as well as continued training throughout the year.

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MKT_Use_Contact_Center_Dec_2023

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