SUCCESS STORY | INSURANCE

Leading home insurance company implements the Verint Cloud Solutions (VCS) for the highest customer satisfaction

About the client

The client is a leading home insurance company in the US with a presence across all states, offering homecare and insurance services.

Requirement

The client has recently migrated their contact center onto AWS connect and was looking for cloud-based Quality management, workforce management platform (WFM), and Speech analytics platform that can be seamlessly integrated with AWS Connect to manage their resourcing schedules and forecast quality evaluations.

Solution

As a Verint Cloud Partner, Servion implemented the Verint Cloud Solutions (VCS) with the highest customer satisfaction ratings in the industry. This cloud-based solution included:

• Workforce Management (WFM)

• Quality Management (QM)

• Speech Analytics

Servion kicked off the implementation with application design and consulting. It was followed by a business

onboarding process, consisting of ACD platform integration, WFM-Multichannel Queue mapping (email, chat, and voice), WFM-Forecasting and scheduling, WFM-Monitoring management, Speech Analytics transcription configuration, and reporting and provisioning of a quality evaluation form

Business outcome

Servion's new, full-featured cloud deployment completely transformed how the client managed its workforce and CX.

- Even though Amazon comes with Recording audio facility, the Verint Recording module provides the facility to record audio and screen of the agent calls in one interaction.

- Interaction Module is an all-in-one page, allow Supervisor to listen and analyze both Audio and Screen Call in Sync. In the same module, Supervisor evaluates the call using the Evaluation Forms and verifies the text conversion of the Audio call.

- Form Designer Tool allows the client to create their customized Evaluation Form based on the Business requirement to ensure the compliance of the Agent conversation. It eliminates the work in doing the compliance audit using Excel.

- This electronic evaluation Form is stored securely in the Verint system and easily accessible by the authorized user.

- Using the Speech module, audio is converted into searchable text data. This data is used to analyze the specific business issue, find trends in the interaction, and possible root cases surfaced automatically by the system.

- Strategic Planner is installed on individual computers rather than accessible over the network from any machine. Strategic Planner enables multi-skilled contact centers to match resources with projected customer demand and corporate objectives by developing "what if" scenarios to determine trade-offs among costs, service levels, revenue, and staffing constraints.

- Using Scheduler, the client eliminated a considerable amount of manual work of creating schedules in excel sheets every week for more than 300 agents from different business units. It comes with a facility to check their future schedule, make time-off requests, checks time off the calendar, and monitor their performance.

- The Forecast queue analytics module made it easy to track the current performance of Amazon Inbound and Outbound queues against forecast and defined service goals. It enabled the client to view live data from Amazon and review past performance and compare actual trends with the forecast data.

- The WFO Adherence module that can closely track agent utilization and productivity further improved how they matched the scheduled activities of employees with the actual or real-time activities. Supervisors and administrators can now monitor agents' work patterns using the DPA tool, ensuring compliance.

- Supervisors can now easily manage employee time off, schedule shifts, swapping requests within the Verint WFO application, as per the company policies. The Time Summary Report calculates the paid hours of the agents based on the real-time activity captured via the Adherence module.

- The performance management can automatically calculate the customized KPI's for agents and supervisors and provide the overall organization performance. The eLearning and coaching facility can easily facilitate the training of the agents/supervisors to improve their performance with external course materials uploaded in Verint.

SERVION | *Crafting CX solutions*