



ABOUT OUR PARTNER

A privately owned multinational contact center providing technical support, inbound service and outbound sales, was operating many different reporting systems to track and monitor performance. Instead of using one central source for all production and performance reports, they were using time-consuming manual processes to pull telephony, workforce management and monitoring information together. Reports created were difficult to understand, consisting of numerous documents and Excel spreadsheets with multiple tabs.

PARTNER CHALLENGE

Because data was drawn from multiple sources, it was often inconsistent and prone to errors. Manually aggregating disparate data into multiple spreadsheets was expending too many IT resources. Time was spent aggregating data rather than analyzing and improving business performance. Once correlated and represented on spreadsheets, the information was difficult to understand; actionable insights were buried under layers of reports. The work required to gather data and build reports meant information was not received by end users and other stakeholders in a timely manner.

PARTNER PROJECT

- ✓ Aggregate data from multiple sources into one central reporting location.
- ✓ Build reports to analyze and improve business performance with actionable insights.
- ✓ Correlate data into clear and concise reports in a more timely manner.
- ✓ Create customized views to all users, including supervisors, agents and external partners
- ✓ Design easy to read dashboard without the need for IT programmers.

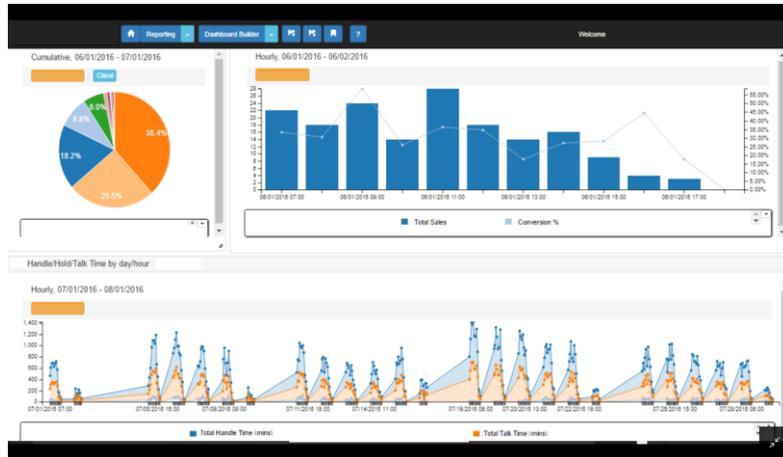




The Knowledge Rhino team designed a solution that would help leaders better understand the entire journey map of the data lifecycle, as well as end users' needs by integrating, correlating and mapping more than one dozen data sets and tables into a single repository. We created reports and dashboards encompassing multiple divisions including Operations, Workforce and C-suite, designed Profit and Loss modules by division and program. Our data intelligence solution also provided agents and leadership with instant access to dashboards featuring the specific information they needed to make better decisions.

PARTNERSHIP RESULTS

What used to take our client days and weeks to analyze, was now virtually instantaneous. We integrated workforce management, quality evaluation, scheduling, PBX, chat and call data into a single stream to see trending analytics over time on agents' behaviors, absenteeism, lunch time, break time and quality scores from external and internal sources and more.



- ✓ Reduced a multi-day lag to data access and availability to near real-time access.
- ✓ Reduced the number of spreadsheets and pivot tables from 16 to one easy-to-read dashboard with drill-down functionality.
- ✓ Allowed client to reduce/replace staff footprint previously required to keep up with user needs.
- ✓ Gave mid-level managers the data necessary to make immediate decisions based on set business rules and areas of opportunity

**CONTACT CENTER CONSULTING,
PERFORMANCE MANAGEMENT &
CUSTOMER ENGAGEMENT EXPERTISE**

Value/ROI

Our client quickly realized significant value in several areas of business. They saved time and money spent compiling data, increased agent utilization, improved agent and supervisor experience, and are now able to make better informed business-critical decisions with actionable data.

“Because we have the ability to see trends in call volume on a consistent and real-time basis, our agent utilization and agent production time compared to billable time have increased significantly. This has paid for the investment in less than 6 months.” – Contact Center CFO

Knowledge Rhino is a consulting and managed services firm that helps companies better understand their customer interaction habits through speech and Big Data analysis so they can better serve their customers.

info@KnowledgeRhino.com