SUCCESS STORY | CALL MONITORING SYSTEM

A $500 million casino implements a comprehensive call monitoring system using WxCC QM

A complete view of interactions, ensuring accuracy in quality evaluations and compliance monitoring.

About the client

The client is a prestigious $500 million casino located in Sacramento County, Elk Grove. Spanning across 100,000 square feet, the casino offers an extensive array of entertainment options, including 2,000 slot machines, 80 table games, a poker room, and a high-limit gaming area. To cater to their guests, the establishment also features four dining venues, consisting of an upscale steakhouse, a pub, a Chinese restaurant, and a food court. Additionally, the casino boasts a luxurious 12-story hotel with 302 guest rooms, a spa, a fitness center, and a magnificent pool.

Requirements

As part of their business strategy, the client sought to enhance their customer service operations by implementing a comprehensive call monitoring and evaluation system. They envisioned a cloud-based solution

that could seamlessly integrate with their existing Cisco WebEx Contact Center Enterprise setup. The primary objectives were to record all calls handled by their agents and monitor their performance through evaluation forms. Moreover, the client had specific requirements, such as receiving agent feedback on evaluation scores and generating custom reports.

Solutions offered

To fulfill the client's requirements, Servion helped the client integrate its Cisco Cloud Webex Contact Center solutions and users with Calabrio Cloud. The solution included the following key features:

• **Calabrio Quality Management (QM):** This feature allowed the casino to effectively record and assess all customer calls. By capturing 100% of each call, the casino could

maintain a comprehensive database of customer interactions.

- **Calabrio ACD Integration:** Servion ensured the seamless synchronization of users, teams, and call recordings from the Cisco WebEx Contact Center (CC) 2.0 to the Calabrio Cloud platform. This integration facilitated centralized access to audio recordings, contact information, and evaluation forms in a user-friendly interface.

- **Calabrio Data Explorer:** To further enhance the capabilities of the cloud solution, Servion implemented Calabrio Data Explorer. This component empowered the casino staff with advanced dashboard and reporting features, including custom reporting options. The comprehensive insights provided detailed information on the quality of agent performance.

Benefits:

The implementation of the cloud-based solution delivered significant advantages to the client:

- **Comprehensive Call Capture:** With the successful integration of Calabrio's Quality Management, the client could now record and retain 100% of all customer calls.

- **Streamlined User Experience:** Agents and supervisors could access audio recordings, contact information, and evaluation forms from a single platform, eliminating the need for additional windows or excessive clicking.

- **Automated Evaluation Process:** The solution facilitated the creation of a QM workflow, automatically applying evaluation forms to recorded calls.

- **Task Management and Feedback:** Supervisors and agents were empowered with the option to create and monitor tasks related to call evaluation and feedback.

- **Enhanced Reporting:** The inclusion of Calabrio Data Explorer enabled the creation of better custom reports and provided detailed insights into agent performance

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