

SUCCESS STORY | HEALTHCARE

# A non-profit healthcare facility in the US achieves 100% call coverage using WxCC QM

*To ensure overall call quality and customer experience.*



## About the client

The client is a non-profit organization dedicated to enhancing the well-being of the Lubbock community. It provides vital healthcare services, including primary medical care, dental care, behavioral health services, and other health-related support. Affiliated with the US federal health safety net, it ensures that every individual in the community can access essential healthcare services without any barriers, regardless of their financial capacity.

## Requirements

As part of their business strategy, the client aimed to enhance their contact center operations by

implementing a cloud-based solution to integrate with their existing Cisco WebEx Contact Center Enterprise platform. The primary goal was to record all agent calls, transcribe them in English, and conduct evaluations using electronic evaluation forms to improve overall call quality and customer service.

## Solutions offered

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:** This component allowed audio call recording and facilitated agent performance assessment.

**Calabrio ACD Integration:** The solution integrated with Cisco WebEx Contact Center 2.0, automatically synchronizing users, teams, and call recordings.

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**Speech Analytics:** Utilizing advanced speech analytics technology, the solution transcribed audio calls into English text and provided sentiment analysis, enabling the identification of positive, negative, or neutral call sentiments.

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**Calabrio Data Explorer:** This feature offered a customizable dashboard, comprehensive reporting, and custom reporting options to facilitate easy access to recorded calls and performance evaluation data.

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**Single Sign-On (SSO) Integration:** The solution integrated SSO capabilities, allowing users to log in effortlessly and easily access recorded calls.

## Benefit

The deployment of Calabrio by Servion brought several significant benefits to the client:

**Complete Call Coverage:** The client captured 100% of all agent calls with the new solution, ensuring comprehensive call monitoring and quality management.

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**Efficiency and Ease of Use:** The integration provided a unified platform where audio recordings, contact information, call transcriptions, and evaluation forms were easily accessible without switching between windows or applications.

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**Employee Engagement and Performance Improvement:** The solution enhanced employee engagement by providing a comprehensive performance evaluation score dashboard. Managers could easily track and evaluate agent performance, leading to targeted improvements.

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**Sentiment Analysis and Issue Identification:** The sentiment analysis feature allowed managers to analyze call sentiments and identify recurring issues or trends, facilitating proactive measures to effectively address customer concerns.

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