

SUCCESS STORY | CONTACT CENTER

Leading call recording provider reengineers its platform for better CX and automation

Seamless workforce management and customer engagement

About the client

The client is a leading US-based workforce optimization solutions provider for contact centers and enterprise-level business customers. It offers an easy-to-use call recording product that allows contact center managers to record, live monitor, grade, coach, report, and analyze calls through a web-based interface.

Requirement

The client wanted to upgrade its outdated call recording product that only supported IE browsers. It was a challenge to add and roll out new features to improve agents and supervisor experiences.

Solution

Servion reengineered the call recording product with a modern, responsive UI, that supports a wide range of browsers and new powerful features. This scalable, lightweight, cross-platform Single Page Application (SPA) improved the user experience critical for productivity enhancement and workflow automation.

The solution included:

- Powerful call grading features that include user-friendly custom grading forms with features to weigh the agent based on question/section or both
- Workflow automation to lower the quality monitoring supervisors' workloads
- Custom-defined parameters and custom-defined frequency to locate the most desirable calls and place them in a secure 'bucket' automatically
- Web-based quality monitoring solution with powerful call grading features
- Best in class agent performance evaluation and training solution to take the agent training to optimum level through videos, live sample calls, and real-time graded calls

Business outcomes

The new, scalable, and user-friendly call recording platform brought about several benefits for the client:

- The updated platform serves 100+ existing clients with more than 1000+ agents and supervisors
- Simplified user engagement through better

menu navigations, data representation, rich GUI, and insightful dashboards

- Cross-browser and platform compatibility (tablets and mobiles) and enhanced productivity
- Workflow automation reduced the supervisors' workloads by 50%



The Servion difference

Our sustained focus on CX technologies and over two decades of experience delivering advanced customer service solutions let us tackle the most demanding projects, deliver the value you expect, and maximize the return on your technology investments. Our difference is built on five pillars.

- Deep expertise implementing and managing contact center technologies
- Broad experience across all the categories of the CX stack
- Impeccable delivery track record with an Industry-leading Net Promoter Score (NPS) of over 65
- Vendor-neutral consultative approach
- Ability to combine packaged applications assembly and tailored software development

For more than 25 years, Servion has been trusted by customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. Servion has helped 600 enterprises across the globe deliver memorable experiences to their customers, partners, and employees.



Crafting CX solutions

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