

SUCCESS STORY | BANKING

Leading multinational bank improves CX with analytics-driven quality assurance

Improving customer experience with Calabrio Quality Management

About the client

The client is a multinational banking and financial services company with a history spanning over 175 years. One of the 25 largest listed banks in the world, it operates in 32 markets with a combined customer base of 8 million customers and a workforce of 51,000 employees. It comprises retail, wealth, and commercial business segments across the world's major financial markets.

Requirement

The client was looking for an advanced quality management (QM) solution that brings together voice and screen recording, quality management, workforce management, and voice-of-the-customer (VoC) analytics into one fully-integrated software suite to elevate workforce optimization (WFO).

Solutions

Servion implemented Calabrio Quality Management that automates and streamlines all contact center monitoring, analytics, and reporting capabilities that can create shorter feedback loops to engage, evaluate and motivate agents and supervisors with minimal time and effort. The solution was implemented for 99

compliance recording (CR) users and five advanced quality management (AQM) users.

The features included:

- An intuitive and integrated interface that ensures analytics-driven quality assurance
- Customized, personalized, widget-based dashboard indicators for live screen monitoring and agent's voice and PC activity
- Workflow-based contact selection and record-on-demand capabilities
- Configurable, dashboards, and reports that make quality assurance highly actionable
- Voice and screen playback for quick evaluation
- Advanced performance analytics and quality scores for individual agents, teams, and groups
- Multi-channel activity assessment to uncover trends, issues, and training priorities
- Evaluation Calibration that fosters a collaborative and consistent review process

Business outcomes

This customer-first solution brought about several key benefits.

- 100% call recording
- Manual and automated “Pause & Resume” functionalities for better compliance

- Secure, clean, and easy to use interface. No need for evaluators to juggle between multiple windows
- Quick, unified playback and actionable post-call surveys
- Clear benchmarks, goal setting, and peer leaderboards create better motivation and healthy competition
- Significantly low infrastructure and administrative costs



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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