

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

For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running and optimizing Contact Centers and Customer Experience (CX) solutions. Our 1100 CX professionals apply their passion and deep domain expertise to the entire design-build-run-optimize solution lifecycle. For more information, visit <https://servion.com/>.



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