

SUCCESS STORY



ePerformax Deploys Engage WFO to Meet Global Client's High-Performance Needs

ePerformax Contact Centers & BPO serves Fortune 500 companies to support their English-speaking customers in the U.S., Canada and Australia using voice, email, and chat. Interactions include customer service, inbound sales and cross-selling, product/service technical support, website navigation support and outbound data verification, as well as back-office processing.

Applying analytics and a proprietary, Six Sigma-based Performance Maximization™ Model, ePerformax provides clients with “best-in-class customer care” at the highest level. Clients use their analytics to make sales and marketing decisions, and for process improvements and cost reduction.

For ePerformax, the Philippines is the best choice for customer engagement, customer care, and service-oriented sales because of its service oriented culture and strong English communication skills. ePerformax continues to focus on growth and expansion in the Philippines, fueled by organic growth of current and new clients with whom ePerformax partners as a virtual extension of their customer service organizations.

PBX Environment

- Cisco UCCE

Needs

- Record 99% of calls; 33% of desktops
- Comply with contractual requirements
- Monitor live interactions for adherence
- Review recordings for quality assurance

Solution

TelStrat's Engage WFO including:

- Engage Record
- Engage Capture
- Engage Analytics
- Web Services API

Benefits

- Achieve SLA requirements
- Reliable 100% recording
- Flexible customization for client needs
- “Partnering” with solution provider
- Scalability for rapid growth

THE CHALLENGE

To meet contractual service level and regulatory requirements, ePerformax's mobile services client needed 99% of its customer service calls recorded and 33% of its agents' desktop interaction activity video recorded.

THE SOLUTION

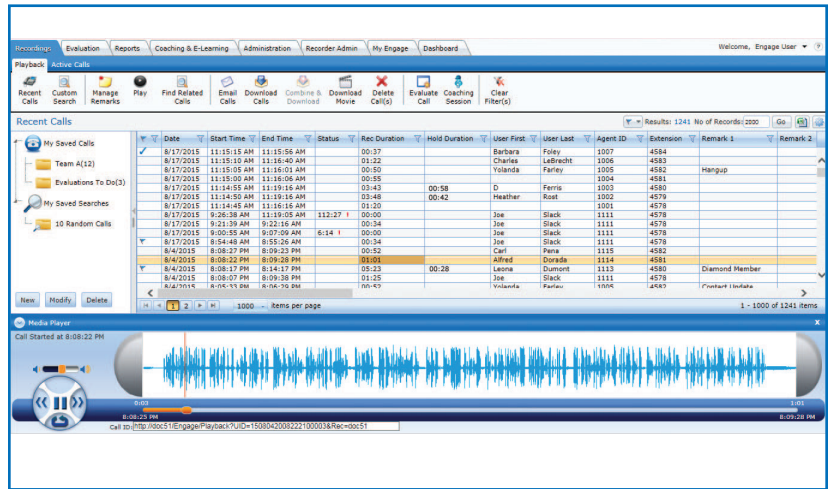
To determine a suitable solution, ePerformax reviewed several call recording and workforce optimization providers, and selected TelStrat due to its excellent reputation among its customers and because TelStrat demonstrated its solutions are best suited for supporting ePerformax's growth.

To support its clients and provide the high level of customer service that has made it a leader in outsourcing, ePerformax chose TelStrat's Engage WFO™ Call Recording and Screen Capture, integrated with Cisco's Unified Contact Center Enterprise (UCCE) telephony system, for hundreds of its contact center agents.

THE RESULTS

ePerformax has been using Engage Record and Engage Capture seat licenses for this mobile services client, and will continue expanding its usage as it expands into a second facility to meet the mobile client's growth. ePerformax's contact center coaches are responsible for supervising and evaluating their agents' performance using internally-developed evaluation criteria and forms. Coaches review call recordings and desktop activity video recordings. They also monitor live interactions using Engage WFO. This best practice gives the client its desired control and oversight of service quality.

"Engage Record and Screen Capture installed seamlessly and implemented easily," according to Louis Meeks, Vice President and project manager for this deployment. "TelStrat's implementation team and professional services experts helped us achieve our client's 'wish list' for customizations, including a 'call timer' that tracks duration of teammates' customer call interactions, including hold time. The client also required the ability to download specific recorded calls and distribute them to specific authorized staff for review and action."



Record up to 100% of calls automatically.

According to Meeks, who is responsible for ongoing expansion of the Engage WFO implementation within ePerformax, the feedback from ePerformax managers on the usability of Engage WFO has been very positive. "Our staff loves using it. It's fast and convenient, the capture rate is very high, there are many customizable search options, and it provides a lot of detail about the call."

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Louis Meeks, ePerformax Vice President, Executive Support

WHAT'S NEXT

ePerformax is exploring TelStrat's Engage Speech Analytics to achieve their client's goal of providing speedy identification of customer interactions where the callers' issues indicate the need for immediate resolution that could escalate if not handled appropriately. This Engage capability will enable ePerformax teammates to achieve more 'quick wins' and improve their client's customer satisfaction and loyalty, to continue ePerformax's Performance Maximization success.



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