

Leading Home Repair and Maintenance Provider

Opportunity

Part of the retail operations division of a Fortune 500 energy services company, this organization, which offers repair solutions and maintenance plans to homeowners, handles close to one million calls a year, providing 24x7 support to customers owning 1.2 million warranty and leasing contracts. Executives in the organization strongly believe that the customer experience is closely linked to customer focus.

At the forefront of its strategy is a belief that motivated and driven employees who deliver an excellent customer experience are core to the organization's success. As such, the organization was seeking to create a customer-centric culture throughout its operations.

One element of this customer-centric culture is a focus on contact center "first-person" resolution. The organization extended the usual definition of first contact resolution to first-person resolution, where the goal is to not only resolve a customer's issue on the first call, but also to have that issue resolved by the first person who receives the call.

Solution

To help it achieve its vision of customer-centricity, the organization leveraged a combination of the Verint® Customer Engagement Optimization™ platform, including Verint Customer Analytics™, Verint Workforce Optimization™, and Verint Engagement Management™.

Using customer and employee feedback to understand the most important issues and priorities, the company recognized the need to consolidate contact center systems to a single agent desktop. In response to the feedback, the organization consolidated 13 different systems into a single desktop using Verint Employee Desktop™. Rather than having to toggle between multiple systems and copy and paste information, employees now have access to all the information they may need to service customers at their fingertips. This unified desktop empowers agents to help customers across a variety of issues and across different channels. This capability helped dramatically reduce the need to transfer calls, put customers on hold, or call customers back, which has enabled the organization to truly focus on first-person resolution.



Customer

Leading Home Repair and Maintenance Provider



Industry

Energy



Solutions

Verint® Workforce Optimization™

- Verint Workforce Management™
- Verint Quality Management™
- Verint Performance Management™

Verint® Employee Desktop™

Verint® Enterprise Feedback Management™



Region

North America



Results

- Increased agent productivity.
- Decreased training time by 50 percent.
- Increased first contact resolution.
- Consolidated 13 disparate desktop applications.
- Boosted customer satisfaction ratings to 94 percent.

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“Customer experience and customer focus go hand in hand. Verint solutions are helping our organization gain the insight we need to execute our customer-centric strategies more effectively.”

— President, Leading Home Repair and Maintenance Provider

To better ensure each of its employees is effectively representing a customer-centric culture, the company also implemented Verint Quality Management™ and Verint Performance Management™. Using Verint Quality Management, it is able to evaluate agent interactions with customers to improve the customer experience, and leverage screen capture for workflow improvements and system optimization. It uses the scorecards functionality within Verint Performance Management to drive desired agent behaviors, tracking key metrics such as sales conversions, availability, quality assurance scores, schedule adherence, and save rate,

Finally, the organization implemented Verint Workforce Management™ to improve service levels by scheduling the right resources at the right time, helping to further enhance the customer experience.

Results

The company's efforts to create a customer-centric culture have shown a variety of tangible benefits. The desktop unification provided by Verint Employee Desktop is helping the organization make strides toward its goal of first-person resolution. By unifying the desktop and providing guided call flows to quickly collect data from customers, average handle time was also reduced, further improving the customer experience. Efficiencies increased and training time was significantly reduced as well:

Because a single employee desktop replaced 13 systems, there was a leap in agent workflow efficiencies and a 50 percent reduction in agent training time. The addition of Verint Quality Management and Verint Performance Management has helped the organization measure and improve the quality of service provided by each employee in every interaction. Overall, the organization is continuing to improve and exceed its goals of superior service.

Verint. Powering Actionable Intelligence®

Verint® is a global leader in Actionable Intelligence® solutions with a focus on customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in 180 countries — including over 80 percent of the Fortune 100 — count on Verint solutions to make more informed, effective, and timely decisions.

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