

WORKING WITH BPOs TO DELIVER DIGITAL TRANSFORMATION

VERINT | transversal

HOW DOES VERINT TRANSVERSAL SUPPORT ITS BPO PARTNERS' CONTACT CENTRE TRANSFORMATIONS?

3.2M DEMANDS

Underpinned with Knowledge, Verint Transversal was engaged to help support 3.2m inbound contacts per year.

£7.4M FTE SAVING

Total 493 FTE saved
232 Front office
261 Back office

920 ANNUALISED FTE

Our BPO partner set out to deliver significant transformation results for its client's two contact centres

- > Back office redesign
- > Agent console improvements
- > Improved CSAT
- > Better Analytics
- > Knowledge Everywhere

“ The need for a robust knowledge solution to be in place was essential to deliver the full project benefits. ”

KEY FEATURES DELIVERED INCLUDE:

- > Robust and in-depth MI
- > Transformed BPO ability to deploy rapid improvement initiatives
- > Integrated into change management framework
- > Increased compliance accuracy
- > Streamlined account notes: greater efficiency and RFT

-29% AHT

+18% CSAT

PRODUCTIVITY AND OUTCOMES

YEAR 1 AND YEAR 2 TO-DATE

-29% AHT

Reduced by 229s

+18% CSAT

+24^{pts} NPS

+46% FCR YEAR 1

+67% FCR YEAR 2



SMART

WHAT ARE OUR BPO PARTNERS SAYING?

“ It's end user focused; our knowledge management solution's look, feel and functionality is dictated by what our agents need to do a great job. ”

“ We continually make changes to the knowledgebase. This is simple to facilitate and since go-live no additional expenditure with Verint Transversal has been required (other than ongoing licensing charges). We are fully self sufficient. ”

Find out more

Verint Transversal is the leading provider of knowledge solutions. Our focus is to connect people with knowledge, ensuring customers, employees and contact centre agents alike can find the right answer every time they need it. Our solutions are designed to help improve agent efficiencies in contact centres, deliver exceptional experiences in online self-service and increase business performance through employees and business partners.

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connecting people to knowledge