

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

VERINT.

to help support 3.2m inbound

contacts per year.



3.2M DEMANDS Underpinned with Knowledge, Verint Transversal was engaged FTE SAVIN

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:

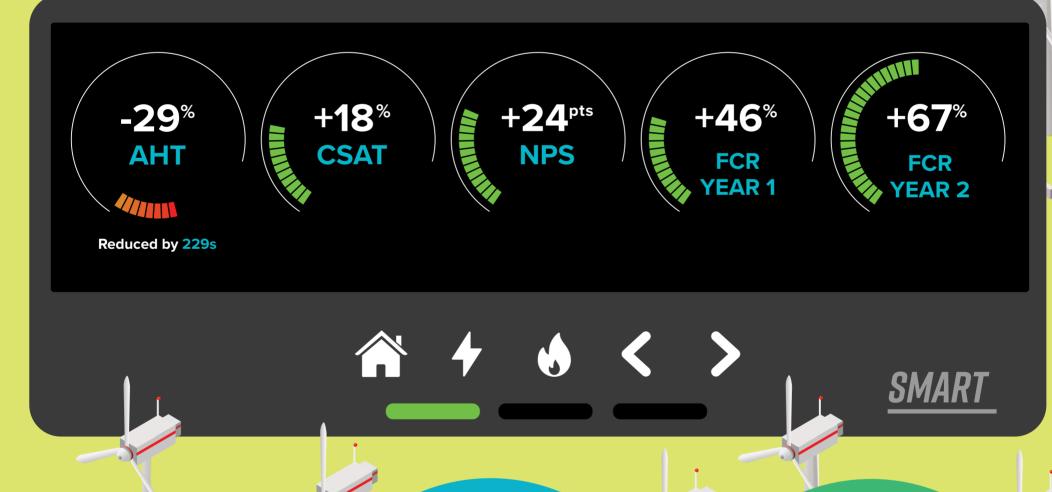
- Robust and in-depth MI
- > Transformed BPO ability to deploy rapid improvement initiatives
- Integrated into change management framework
- > Increased compliance accuracy
- Streamlined account notes: greater efficiency and RFT

-29% AHT

+18% CSAT

## PRODUCTIVITY AND OUTCOMES

YEAR I AND YEAR 2 TO-DATE



WHAT ARE OUR BPO PARTNERS SAYING?

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

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.

