

# Automated Scorecard Implementation

## Case Study

Don't limit your  
*challenges*,  
challenge your  
*limits*.

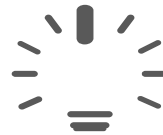
### Challenge

- Reduce overhead related to manual audits
- Standardization of call assessment
- Identify trends and issues
- Increase number of audits without additional labor



### SOLUTION

- ✓ Created and Executed an automated scorecard plan
- ✓ Accustomed support staff with scoring process real-time
- ✓ User Support Sessions



### BENEFITS

- ✓ Isolated specific metrics to be measured
- ✓ Audit over 90 percent of calls.
- ✓ Improved agent scripting compliancy by 10%
- ✓ Eliminated manual auditors
- ✓ Non-biased audits
- ✓ Enabled support staff to “target coach”

Creating an automated scorecard does not have to be hard. SMC can help your team review your current scorecard, identify ways that an automated system can evaluate the same things and more. During this process, your support staff is already using the system to ensure a smooth transition. We can support you in every part of the process including creation, implementation and ensure that your scorecard is accurately giving you the results you deserve.



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### Challenge

- Open a seasonal call center to ensure adequate staff during holidays



### SOLUTION

- ✓ Move existing support staff to new center
- ✓ Current Support Staff recruited, trained and supervised temporary employees



### BENEFITS

- ✓ Increased labor pool.
- ✓ Use of local college students for seasonal employment.
- ✓ No need for outsourcing.
- ✓ Met Key Performance Indicators
- ✓ Knowledgeable staff

SMC can support your team in the implementation of a new call center. Hiring, training, scheduling and answering calls can seem like daunting tasks, but SMC can create a seamless process. After the initial hurdles are accomplished, SMC can support your team in the monitoring and supervising of agents until you decide you are comfortable in your new environment.



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### Challenge

- To create a Quality Team that could provide accurate and consistent scoring of agent calls while improving the efficiency within the department
- To standardize auditing process



### SOLUTION

- ✓ Evaluated and update the Quality Tool and Scorecard
- ✓ Created One Knowledge Base
- ✓ Call calibrations within the department
- ✓ Conducted weekly call calibrations with support staff including one agent from each team
- ✓ Evaluated Contact Center Metrics
- ✓ Monitored auditor efficiencies

### BENEFITS

- ✓ Improved call Quality
- ✓ Decreased number of auditors
- ✓ Allowed consistent evaluations
- ✓ Improved agent morale
- ✓ Increased First Call Resolution by 10%, 90 days after implementation

SMC understands that evaluating calls is an expensive and time consuming task, but a necessity to managing your business. We can assist in creating an efficient and consistent Quality Department. We will hold focus groups with your Quality Department, agents and support staff, monitor calls and deliver to you a strategic plan. Our plan allows your business to prosper by empowering your team. With SMC's expertise in technology, we will assist you in developing a "World Class" Quality team.



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### Challenge

- To create a training curriculum that would effectively provide agents with the knowledge that would provide solutions to customers with "one contact".



### SOLUTION

- ✓ Facilitator-Led/Self-Paced Modules
- ✓ One Knowledge Base
- ✓ Interactive Training with Practical Application



### BENEFITS

- ✓ Decreased attrition during training
- ✓ Agents were more prepared to take their first calls
- ✓ Allowed consistency and standardization
- ✓ Increased sales by 5% the first month on the floor

SMC can support your team in creating a new training curriculum that will work for your business. We have the knowledge and experience to customize your training needs for better performance and consistency. Training is the foundation of your business. Let us help you improve your overall agent training experience and performance.

# The Customer Experience

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### Challenge

- Low cSat score (Customer Satisfaction Score)
- Repeat Callers
- Quality Scores below standard requirements
- Customers received inconsistent answers



### SOLUTION

- ✓ Identified specific issues
- ✓ Improved Training Curriculum
- ✓ Standardized the Knowledge Base
- ✓ Improved agent accessibility to support staff
- ✓ Empowered staff

making

people

happy

is what we do *Best!*

### BENEFITS

- ✓ Customer satisfaction - Improved cSat scores by 5 points in the first 90 days
- ✓ Agent morale – Improved attrition by 5%
- ✓ Allowed consistency and standardization
- ✓ Overall improvement of KPI's (Key Performance Indicators)
- ✓ FCR improvement

SMC can assist your business in creating an environment that agents and support staff enjoy. We will evaluate your business by holding focus groups with agents and support staff, monitor calls and deliver to you a strategic plan. We can improve your customers' experiences one "contact at a time".

# Off-Site Agent Support Implementation

## Client Background

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### Challenge

- Improve attrition
- Increase workforce for new business without acquiring additional real estate
- Maintain call handling during inclement weather.



### SOLUTION

- ✓ Out-Sourcing (On-shore & Off Shore)
- ✓ Virtual Agents



### BENEFITS

- ✓ Improved Occupancy by 25%, exceeding [80%] target.
- ✓ Abandonment rates were reduced below 4%, meeting the [5%] threshold target
- ✓ Quality Performance increased by 10%
- ✓ Attrition Dropped by 15%
- ✓ Absenteeism declined by 3%, and employee referrals made up 25% of all new hires,
- ✓ Boosting employee satisfaction rates to >95% for the first time

Our consulting team can assist you in all phases for the implementation of virtual agents. We will walk you through the technology and training for a successful launch. Do you need assistance in managing your out-sourcing centers? SMC has the experts and the experience in all aspects of managing agents any where in the world. Let us work with you to make your contact center or contact centers "World Class" in customer service and sales.