



Empower Faster, Smarter Decisions

Combine data across compliance, operations, and business outcomes to gain an unprecedented 360-degree view into factors that drive the bottom line with LiveVox's Performance Analytics Suite

Customer Profile



Contact center managers and analysts responsible for tracking, monitoring, and improving agent efficiency and campaign performance metrics, including ROI, risk mitigation, customer satisfaction, and more.



Problem Snapshot

Dependency on manually-intensive, static reporting (e.g. spreadsheets) significantly hinders the ability to effectively uncover ways to drive performance. This is especially true when considering additional factors such as compliance and customer satisfaction. Incorporating siloed data in a single analytics solution can cost millions.

Solution Snapshot



LiveVox's cloud-based Performance Analytics Suite significantly lowers the barriers to incorporating multiple data sources in a single performance analytics solution. Businesses are empowered with a true 360 degree view of their operations that spans contact center KPIs, regulatory requirements, and more.



Benefits

- Enable smarter, faster data-backed decision making with intuitive visualizations
- Shrink reporting time frames from days to minutes
- Derive strategies that incorporate aspects of your operations beyond basic KPIs, including compliance, staffing, and training.

GAIN A TRUE 360 DEGREE VIEW INTO WHAT'S DRIVING YOUR PERFORMANCE

In order to drive performance, all aspects that may impact your operations must be taken into consideration.

This includes components that typically exist in siloed technologies such as speech analytics, CSat surveys, CRM, and more.

The ability to centralize, overlay, and visualize all data sets simultaneously is the key to gaining a 360-degree view of your operation.

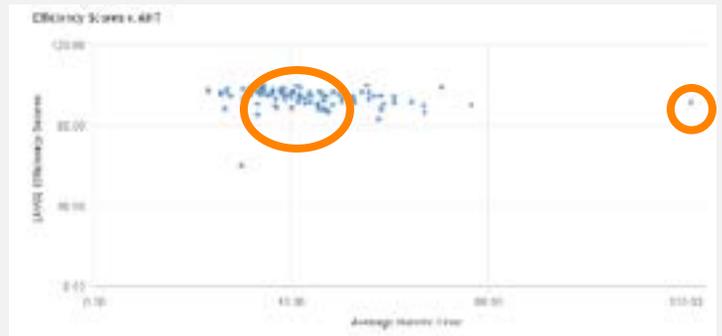


LIVEVOX PERFORMANCE ANALYTICS SUITE PROVIDES 360 DEGREE, END-TO-END, TOP-TO-BOTTOM OPERATIONAL INSIGHT TO HELP DRIVE THE BOTTOM LINE

At the core of performance analytics is access to data - without restrictions, simultaneously, and on-demand. LiveVox’s cloud-based Performance Analytics Suite lowers the barriers to achieving this with the ability to integrate 3rd-party data in a single analytics solution.

Compliance, Payment, Talk-Time

For ARM operations, how quickly an agent can service a call and how much is collected per call are key performance indicators. But so is how compliant that interaction is. The ability to overlay all three data elements is key to uncovering how the best agents perform without putting the business at risk.



For example, high collection rates but short call durations may indicate the lack of a Mini Miranda or an overly aggressive talk-off.

Speech analytics solutions often provide “Efficiency” scores that measure an agent’s ability to adhere to scripts which may include compliance requirements such as a Mini Miranda. The report above compares a speech analytics Efficiency Score to Average Handle Times (AHT) for each agent during a specific time span to help truly understand agent performance while also factoring in compliance considerations.

Replicating High Performers and Identifying Outliers for Improvement

This view clearly shows where the majority of agents reside as well as the outliers. The cluster of agents on the top left hand corner with the lowest AHT and highest efficiency scores would appear to be the most effective agents. On the other end, low-performing outliers are also easily identifiable.

Contact center managers are able to easily click onto each dot, identify the agent, listen to the corresponding call recording, review the speech analytics score results, and more. Understanding performance drivers can help form training programs to replicate successful agents and improve the performance of unsuccessful agents.

Inbound Traffic and Staffing

To understand how to optimize staffing levels with inbound fluctuations requires the ability to simultaneously see what agents are doing, how many are doing it, and in relation to other KPIs, such as average wait times and abandonment rates – data that typically resides in the dialer, CRM, and/or WFM application.



The chart on the right overlays inbound abandonment % and staffing activity during a specific time period. The visualization clearly shows a diversion between staffing (in blue) and abandonment rates (in red) during “offline hours”, before 8am and after 8pm. The simple addition can help the business reach more consumers without increasing staff.