ZOOM INTERNATIONAL

ČESKÁ POJIŠŤOVNA

Client
Česká Pojisťovna a.s

Industry
Insurance

Best known for
Insurance

Location
Brno and Pardubice,
Czech Republic

Contact center type
Inbound customer sales
& support; outbound sales;
outbound service.

Contact center platform
Cisco

Number of agents
340

Partner
Anect a.s.

CASE STUDY.

Success Story

15% increase in QM productivity as a result of simplified reporting and centralized collection and storage.

Česká Pojisťovna needed a user-friendly tool to provide clear reporting and to randomly select calls according to clearly defined parameters.

ČESKÁ POJISŤOVNA'S STORY

Česká Pojisťovna's was plagued by slow quality management and inconsistent quality standards.

Consequently, our objective was to help team leaders evaluate operators more quickly, while also unifying quality standards.

To achieve this we installed a centralized processing system, deploying CallREC and ScoreCARD in a cluster configuration to include both sites. This resolved both problems at once.

The results were immediately measureable, with team leaders now evaluating 15% more calls per hour. This not only sped up the process, but also lowewred the cost of quality monitoring and unified quality standards.

" ScoreCARD is one main tool for evaluation which can be administered from one place even when the contact center has large numbers of agents in many sites handling many different projects and services. It is very user friendly and we can change things ourselves easily such as evaluation forms without constantly requesting technical assistance. "

Michal Majer
Senior Internal Trainer – Česká Pojisťovna

ANECT

OUR PARTNER IN ČESKÁ POJIŠŤOVNA A.S.

Partner level/type
**Platinum/Integrator
ZOOM Partner since 2003**

" Our professional approach and long-term collaboration allowed ANECT and ZOOM to put together a team that was able to deliver a customized solution for Česká Pojišťovna. The project was highly successful; it boosted the company's efficiency, created a space for future collaboration, established a number of business opportunities with new customers and, we believe, increased overall customer trust "

Jan Drnek
Presales Manager
ANECT

The Case in Detail

Česká Pojišťovna used Excel to record and process their evaluation data without integrating it with their call recording system. This slowed down the quality management process. They also stored their evaluation forms in multiple locations. This meant reports had to be compiled manually, which made it difficult for them to maintain unified quality standards.

To resolve both problems, we centralized the processing system by deploying CallREC and ScoreCARD in a cluster configuration to include both sites.

With ScoreCARD team leaders now evaluate 5-6 calls per hour compared to their previous 4-5 calls. This is a 15% increase in quality monitoring productivity, with a corresponding reduction in costs. In addition, with all data collected and stored in one place, producing reports is now easy and consistent, with no need for manual integration.

ZOOM SCORECARD

ScoreCARD is an integrated, flexible, and easy-to-use solution that saves valuable time and money when evaluating agents and increases overall contact center performance. Built with usability in mind and enhanced with Speech Analytics, ScoreCARD is the single best solution for reaching your business goals.

ZOOM CALLREC

CallREC is an interaction recording solution for Cisco contact centers and unified communications environments. It scales from on-demand usage in small business up to large distributed contact center architectures.

About ZOOM International

ZOOM International designs solutions that respond to the need for interaction recording and continuous improvement of business quality and performance in contact centers and back offices. ZOOM improves company-client relationships by providing an array of WFO solutions involving quality management, speech analytics, and workforce management.

Find out more at www.zoomint.com

The #1 Ranked WFO in the 2014 DMG Consulting Report