

CASE STUDY.



Success Story

If P&C Insurance updates call recording & quality management solutions to ZOOM International, expanding it to include recording with Skype for Business & adding new survey capabilities to capture the voice of their customers for specific call types & agent skills.

Client
If P&C Insurance Company Ltd

Industry
P&C Insurance

Best known for
Leading property and casualty insurer in the Nordic region

Location
Latvia

Contact center type
Inbound & Outbound

Contact center platform
Cisco CUCM

Number of agents
500

Partner
TET Latvia

IF P&C INSURANCE COMPANY LTD STORY

If P&C Insurance Company Ltd.(If) is a property and casualty insurance company with approximately 3.8 million customers in Sweden, Norway, Finland, Denmark, Estonia, Latvia, Lithuania and Russia. In 2013, the group had gross premiums written of SEK 39 billion and 6,830 employees. If P&C Insurance operates under a single brand offering a range of insurance solutions for retail and corporate customers.

“Call listening is an essential part of our customer service performance improvement, and it is a daily task for me to check our service quality over the phone. ZOOM provides me easy navigation and access to phone calls, which require deeper investigation and analysis. It is built in a way that it is intuitive for any user and has everything necessary for actual call evaluation.”

Aleksandra Marcinkevičienė
Customer Experience Manager
If P&C Insurance Company

The Case in Detail

Target

Install an updated call recording & quality management solution that is compatible with newer hardware requirements and can record and allow quality reviews for Skype for Business.

Primary Results

Before purchasing and installing the ZOOM INT Call Recording and Quality Management solution, If P&C Insurance utilized a call recording solution provided by a different vendor.

The version of this solution was very old and not compatible with new infrastructure that the company was installing to upgrade its network, so it had to be replaced. In addition, If P&C Insurance had started using Skype as a major communications platform which the previous vendor’s solution was unable to record.



CASE STUDY.

OUR PARTNER IN IF P&C

Partner level/type

Gold/Integrator

ZOOM Partner since 2010

If P&C Insurance purchased both the Call Recording product and the Quality Management and Survey solutions that ZOOM offer allowing for the recording and review of Skype for Business calls and installation on newer hardware without issue.

Secondary Benefits

They found that the ZOOM INT user interface was easier for their business users to learn and use. The addition of the Quality Management and Survey modules helped the contact center management team to analyze and improve the quality of calls and the customer experience, based on the fact that they were able to subject specific skill groups to targeted surveys of their customers and monitoring of their calls.

Analysis

If P&C Insurance was able to replace the aging and inadequate solution with ZOOM INT. call recording and quality management easily on the new hardware. The addition of new survey and review features helped them better meet quality and customer experience objectives.

Recommendation

ZOOM INT. Call Recording & Quality Management software installs easily in virtual, cloud or multi-server-based environments, contains robust voice of the customer survey features and fully supports Skype for business recording along with a host of other unified communication platforms. The omni channel capabilities allow for expansion into chat, email, text or other interaction types and will scale well as If P&C Insurance continues to grow and expand.

ZOOM QUALITY MANAGEMENT

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

ZOOM CALL RECORDING

ZOOM Call Recording is an interaction recording solution for contact centers & back office teams using unified communications platforms. It scales from on-demand usage in small business up to large distributed contact center architectures.

ZOOM OMNICHANNEL

ZOOM Omnichannel captures omni-channel interactions (voice, chat, email, text, etc) from multiple sources in a single product and workflow, integrating reviews, voice of the customer, customer sentiment and phrase detection.

About ZOOM International

ZOOM International exists to elevate every customer encounter for contact centers. Our software captures customer sentiment at the point of contact, providing actionable insights for improving customer experience, optimizing agent effectiveness and maintaining compliance.

No other WEM software provides a full 360-degree view of omni-channel interactions, survey results, customer sentiment and quality reviews in a single place the way ZOOM does.

We serve over 2200 customers and partners worldwide, ranging from sub-100 agent contact centers to brands like Amerigas, IBM, Homecredit, Finansbank, Tata Sky, Generali, Allianz, and Vodafone spanning 90 Countries.