

Case Study

An African power company lights up their QM process with ScoreCARD!

The Customer:



| | |
|-------------------------|---|
| Name | KENYA POWER & LIGHTING COMPANY |
| Industry | Electricity Distribution |
| Location | Nairobi, Kenya |
| Contact center type | Primarily inbound complaints and inquiries related to billing, connections and insurance |
| Contact center platform | Cisco Unified Communications Manager (CUCM) |
| Number of agents | 120 (operating 24 hours per day) agents, 4 shift supervisors, and 7 quality supervisors (30 agents per shift) |
| Technology Partner | Expertflow |

Description

The company decided to centralize their contact centers and update their purely manual quality processes to incorporate modern electronic tools. After researching their options, they chose ScoreCARD as their quality management (QM) solution.

Customer Quote

ZOOM is very straightforward – [their] interface is simple and it is pretty much aligned with what other contact center solutions in the world do.

Sarah Krystyne
Quality Supervisor

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The Challenge:

Target

To centralize their QM process and improve efficiency using ZOOM ScoreCARD.

The Results:

Primary Results

ScoreCARD gave KENYA POWER extra insights into their contact center performance through powerful reporting tools and a flexible, easy to use evaluation form template.



Secondary Benefits

Before using ScoreCARD, quality supervisors struggled to evaluate and provide coaching for 50 calls a month.

Using ScoreCARD, supervisors are now able to evaluate and provide coaching for 96 calls per month comfortably. In busy periods when supervisors are on holiday, using ScoreCARD, a supervisor can evaluate and provide coaching for up to 125 calls a month.

ZOOM Solution:

Analysis

KENYA POWER relied on Excel to manage quality monitoring. Searching for calls was done manually. Tracking agent 's quality performance over time or comparing them with their peers was a major challenge, as was tracking supervisors'

evaluation productivity and progress against targets.

Recommendation

ZOOM installed both ScoreCARD and CallREC to automate the search for and retrieval of calls and also to consolidate the evaluation data.

Deployed solution

ScoreCARD and CallREC were installed and integrated into the customer's business processes.



ZOOM ScoreCARD

ZOOM ScoreCARD:

A comprehensive quality management solution designed to assess agent performance and improve the efficiency of coaching. Enhanced with Universal Player and Speech Analytics that allow the assessment process to be simplified while also offering a larger picture of overall performance.

More about ZOOM ScoreCARD: www.zoomint.com/contact-center-quality-management