



Increase employee engagement to elevate your contact centre performance

Is your goal to improve the quality, speed and efficiency of processing customer requests? Then measuring the performance of your contact centre is your best bet. Indeed, any business looking to maximise their profits must base their customer relationship management on an analysis of desired performance versus reality. A high-performance contact centre knows its agents' strengths and understands its customers' needs in order to deliver best-in-class service.

The three essential relationship management streams



Improve contact centre performance by continuously managing all three streams

Several ways to elevate your performance

Recording of conversations

Record calls for training, analysis, sales or confirmation purposes.

- **Record, index, retrieve, store and archive** inbound and outbound calls.
- **Ensure** compliance via full time or punctual recordings.
- **Obtain** statistics and quality of recordings based on needs.

Quality management

Maximise client satisfaction by using an agent training tool.

- **Listen** to all relevant calls, based on business rules and advanced filters.
- **Train and evaluate** using dedicated forms with audio playback on the same screen.
- **Collaborate** on a dedicated inbox that is shared between multiple evaluators based on access rights. Use bookmarks and annotations to easily access the parts of the call that interest you.
- **Analyse** personalised reports and design specific training sessions for your employees.

Customer benefits

- Impress your customers by anticipating their expectations and needs.
- Improve customer satisfaction (CSAT).
- Achieve higher first contact resolution (FCR) rates.
- Decrease average handling time (AHT).

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Workforce management

Schedule and plan your resources more efficiently. Forecast workload demand (inbound/outbound calls, digital channels, social media, etc).

- **Schedule** activities, meetings and training sessions without impacting service levels by prioritising skills that align with your contact centre's routing strategies. Meetings and training should have no impact on the quality of service.
- **Refine** long-term plans for capacity, staffing, hiring and vacations.
- **Monitor** performances with real-time schedule adherence, average waiting time performance tracking with notification email alerting, performance dashboard and standard report templates.
- **Engage** your employees through a collaborative agent portal that enables viewing, swapping and bidding for shifts. Requesting overtime and vacations, while taking into account employees' work preferences (start times, or days off in the week), empowers agents and raises satisfaction levels.

Feedback management

Analyse customer and agent satisfaction, and identify areas for improvement.

- **Offer** post call and chat surveys.
- **Calculate** net promoter scores (NPS) and other service KPIs.
- **Analyse** results on demand.

Business benefits

- Maximise service quality through Voice of Customer (VOC) analysis.
- Increase availability of resources for quicker answers.
- Adopt a performance and quality management approach.
- Optimise schedule adherence rates.
- Improve employee engagement.
- Enhance customer experience (CX) through in-depth customer knowledge.

Odigo eXperience

Enjoy the advantages of a wide range of expert services: speech analytics (VOC), Customer Success Manager, Odigo Academy for training sessions, personalised dashboards, complete annual customer service reviews and strategic advice.



About Odigo

Odigo provides Contact Centre as a Service (CCaaS) solutions that facilitate communication between large organisations and individuals using a global omnichannel management platform. With its innovative approach based on empathy and technology, Odigo enables brands to connect through the crucial human element of interaction, while also taking full advantage of the potential of digital. A pioneer in the customer experience (CX) market, the company caters to the needs of more than 250 large enterprise clients in over 100 countries.

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Customer experience
inspired by empathy,
driven by technology

Odigo benefits

Project expertise

- Proven project methodology
- Odigo Academy
- NLU experience (corpus)

Odigo experience

- Consulting
- Customer Success Managers
- Benchmarking

Cloud architecture

- Security, scalability and reliability
- 24/7

Network

- Odigo CX days
- The Talk CX
- More than 250 clients in 100 countries

Software solution

- Omnichannel engagement
- Voice and digital
- AI-based processing
- UX-driven design
- High capacity routing
- Open API platform

Key features

- Recording capabilities
- Workforce management*
- Quality management*
- Feedback management
- Premium dashboards
- Speech analytics

*Strategic partnership with Verint

