

Collections Center with Avaya PDS Dialer

Philadelphia, Pennsylvania

Background:

This center employs 25 to 30 fulltime agents. As with many centers of this size, each member of the leadership team wears multiple hats. They do not have the luxury of a dedicated staff, or even one full time specialist, constantly monitoring and managing their dialer programs. Theirs is a small and nimble center, servicing multiple clients and lines of business.

Major Performance Issues:

- Inability of individual agents to make real time performance adjustments due to lack of intraday performance information; sense of working in a vacuum
- Reliance by supervisors and management on end of day reports to manage the team; always correcting actions after the fact
- Difficulty maintaining a proper balance between hit rate and abandoned rates
- Unable to ensure that the expected number of agents were signed into each job
- Difficulty managing update time

Desired Performance Changes:

- Encourage individual agents to self manage, by providing metrics that were in context and meaningful
- Take actions to improve performance throughout the day through positive motivation and “catching someone doing something right”
- Identify and maintain the correct ratio of hit and abandoned rates
- Make sure agents were where they are supposed to be at any given time

Solution:

- AgentView metrics published to traditional LED wallboard.
 - After conducting a Goal Achieving Metrics workshop with Centergistic, the customer decided on deploying a traditional LED Wallboard to provide key metrics on the current active jobs, establishing thresholds to immediately call attention to metrics that were not in the desirable range

- Sample of data layout for display on wallboard –

J	O	B			D	I	A	L	S		H	%		R	%		A	G		A	B		P	T	P		M	A	X	U	P
1	1	1	1		X	X	X	X	X		X	X		X	X		X	X		X	X		X	X	X		X	X	:	X	X
2	2	2	2		Y	Y	Y	Y	Y		Y	Y		Y	Y		Y	Y		Y	Y		Y	Y	Y		Y	Y	:	Y	Y

- The wallboard allows everyone in the center to immediately know if the jobs presently run are meeting expectations in terms of hit rate, agents staffed, promises and update time. Managers and team leads do not need to be at their desks to identify when they need to turn their attention to a problem with a job, such as not enough agents staffed.
- AgentLink® metric ribbons at the desktop to allow for private viewing of individual metrics. The ribbons show their individual performance during the day on key performance metrics
 - Collection agent AgentLink ribbon –

John Jones								
Preferences				Help				
Talk	Update	Calls	RPC	PTP	Conv%	\$ PTP	Avg TT	Avg Upd
00:00	02:30	23	15	6	40	1536	1:03	2:43

- John knows how long he has been in the current state (this is particularly useful in ensuring agents are diligent about managing their update time), how many calls he’s handled, how many of those calls were right party connects, how many promises he’s received, what his conversion rate is, how much money has been promised, what his average talk time and update time has been.
- When he sees his results the next day or at the end of the week, he will not be surprised. He has time during the day to make necessary adjustments.

Expected Results and Benefits

- Reduced average update time
- Reduced agent idle time due to a better balance between agents staffed and hit rates
- Increased calls handled per paid agent hour
- Increased collections per paid agent hour.

The improvement of the above metrics collectively is anticipated to create an overall lift in performance. This is not only due to the Goal Achieving Metrics and the availability of these key metrics by the entire team, but also due to some very important intangibles; human awareness, self-management, positive motivation and accountability.

For more information on this customer and details about the solution presented, please contact us at 800 CSI-5050 ext. 420 or visit our website at www.centergistic.com.