

TEAM

Up with West for IVR & Self-Service Success

How 10 Clients Just Like You Save Over \$63 Million Per Year

TACTICAL IMPROVEMENTS

Automate the Payment Process

- Automated collections force delinquent customers to pay in the IVR before completing other transactions.

CHAMPION

"We have increased four points of automation in one year, which is significant ROI. Those numbers get my attention. West helped me simplify the IVR architecture and level of effort to support it."

Rob Munger, Jr., Western Union Director of Workforce, Quality and Project Management

Expand Global Capability

- Consolidated IVRs have a single entry-point, smaller footprint, greater capacity and multi-lingual speech recognition.
- Call-flows are contextually adjusted based on geographic location, call history, recent behavior and predictive analysis.
- CRM and WIBD software facilitate robust data connections.

Automate Credit Card Activations

- Dynamic interface allows control of marketing messages and upsells, including credit insurance and balance transfers.
- Strategic call routing with CTI interface drives improvements in agent call handling-time and caller satisfaction.
- PCI-compliant application enables real-time credit card activations.
- Data capture informs analysis of product upsell performance and acceptance rates.

SCORE

40%

Projected overall containment by Year 2

25+

Languages

13%

Increase in customer satisfaction

12%

Increase in first contact resolution

18%

Increase in customer volume projected by end of Year 2

6%

Decrease in average call length

63%

Increase in automated self-service projected by end of Year 2

SCORE

\$45M

Saved in Year 1

SCORE

\$18M

Collected in past due payments each month

\$300k

Saved in agent costs each year

10k

Collection calls contained each month

EASIER SELF-SERVICE

Add Options for Automation

- Custom application allows qualified customers to process money transfers without talking to an agent.

Streamline Caller Authentication

- Improved Automated Number (ANI) learning database identifies callers faster.

SCORE

\$500k

Saved annually

24%

Increase in automation (from 30% to 54%)

SCORE

\$12M

Saved in agent costs annually

5%

Increase in authentication rates

AGENT RESOURCES RELIEVED

Reduce Agent Transfers

- Customized speech application with ongoing tuning and analytics learns caller behavior and survey results.

Help Subscribers Help Themselves

- Intelligent call routing decreases call length.
- An improved payment application increases containment.

Cut Down on Agent Costs

- Custom application allows customers to add and remove features from their wireless plans.

CHAMPIONS

"We chose West because they are a partner who cares about us, as much as we care about our customers."

Vice President, Customer Care

"We have had a large return on investment on each phase of the overall self-service development project. Actually, the project overall has been so successful, our counterparts have begun discussions with West to mirror this functionality in their IVR applications."

Sr. Network Integration Manager

SCORE

\$400k

Savings since implementation

74k+

Feature changes via IVR automation

SCORE

\$25M

Annual Savings

31%

Decrease in misrouted calls

10%

Increase in payment automation

SCORE

\$740k

Saved in agent costs annually

16%

Increase in automation

466/5

CSAT Rating tha has Increased YOY

MEASURABLE BOOST IN CUSTOMER SATISFACTION

Keep Customers Happy

- Intelligent call routing
- Speech recognition and Natural Language services
- CTI screen-pop to provide agent context awareness
- Enterprise reporting and real-time monitoring
- Integration with existing ACDs
- Consolidated contact centers to provide additional call info to agents

CHAMPIONS

"If we had to make this decision again we would hands-down choose West without hesitation - it was the best solution and still is the best solution."

Airline Executive

"We chose West for their ability to offer a unified package of technology solutions to deliver on our consistent and customized experience Customer Care objectives."

Sr. Director of Customer Operations

Drive Customer Loyalty

- Intelligent call routing
- IVR self-service
- Cloud data-mining and analytics
- Cloud contact center
- Network management
- Call recording for quality management
- Agent services

SCORE

\$800k

Saved annually

60%

Decrease in call abandon rate

90%

Increase in service levels

8 SEC.

Decrease in average call length

SCORE

\$12M

Saved annually