

# performance management etalk

large government organisation improves  
customer and employee satisfaction

## The client

This large government organisation employs 220 contact centre consultants who provide information 24 hours a day, seven days a week responding to over 1.6 million calls every year received via the telephone, email or TTY (device used by the hearing and speech impaired) service.

The contact centre uses the DMS100 switch (supplied by Telstra CustomNet) along with VU-ACD, supplied by QPC. Their etalk solution was installed in 2002 and was the first implementation in Australia involving a shared DMS100.

## The challenge

Prior to installing etalk Recorder and Advisor quality was measured by manual live monitoring. The Team Leaders used a checklist that was created internally which comprised of ratings ranging from NYA (Not Yet Achieved), A (Achieved), AW (Achieved Well), and OA (Outstanding Achievement).

This method of performance management was very time consuming for Team Leaders but also resulted in inconsistencies as there was no calibration of scores across the two centres. The client also wanted to understand how their internal systems were being used and so were looking for a solution that would record screens as well as calls.

By improving the efficiency of the evaluation process etalk Advisor lets you quickly and effectively assess quality-related performance activities so problems are recognised sooner and improvements can be quickly made to the quality of your coaching efforts. etalk Recorder lets supervisors play quality recordings quickly and easily. Synchronised voice and screen playback ensure that both call and desktop activity can be simultaneously

monitored for a complete view of agent performance.

## etalk promotes mentoring and fair evaluations

The client's Management Information System and workforce management solution were both provided by QPC so there was already a long standing relationship between the two companies. The client was searching for a system that would provide their Team Leaders with more time for training and mentoring as well as ensuring that all performance evaluations were fair and consistent. The etalk solution more than meets these requirements and with such a well established relationship the client was very happy to work with QPC once again.

As mentioned this was the first implementation utilising a shared DMS100 and throughout the implementation phase QPC worked closely with the client to overcome any difficulties in respect of integration and adhering to their IT policies and procedures. This unique project reinforced the close and positive relationship that the two organisations have shared over the years and produced a very successful outcome.

## Productivity and service improved

Since implementing etalk Recorder and Advisor, the client has been able to improve their staff training with the result that AHT has decreased by 5% and customer service experience enhanced. Evaluations are carried out for each Consultant every month and are based on ten recorded calls. The client also bills some of their internal work units for the calls taken. A Team Leader comments, "We now have an improved confidence in our billable time due to our ability to see how our staff are logging each call with the screen capture module".

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**Team Leader**

As with any change, the new system sparked some initial concerns amongst the consultants however these were soon allayed when it became clear that they also benefited with fairer and more accurate performance evaluations and better training. The more transparent process than previously means the team is happier with the resulting feedback.

#### **Benefits extend beyond the contact centres**

Business rules recording is just one etalk feature that has contributed to the improvement in customer service and employee satisfaction as escalated calls are now dealt with by senior more experienced consultants. Furthermore, productivity has

increased at all levels through better training and cost management between departments has also been positively influenced as a direct result of the etalk implementation.

For more information on how etalk could benefit your contact centre, or to arrange a demonstration, please contact us:

call +61 (3) 9239 5600

#### **Top benefits of implementing etalk Recorder and Advisor:**

- Time saver for Team Leaders
- 5% decrease in AHT
- Increase in consistency of both Remote Call Monitoring feedback and staff performance
- Staff satisfaction has increased due to the more transparent process
- Screen capture gives us more confidence to bill effectively.

**QPC - customer service transformation** - consulting, workforce optimisation, training and development

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