Workforce Optimization for Contact Centers with INSPIRATION*pro*

What ASC offers:

- Recording and analysis of business communications
- Quality management solution
- Intelligent speech and text evaluation
- Efficient campaign analysis

What you get:

- Deeper insight into business processes
- Improved service and increased customer satisfaction
- Superior agent skills

We record & analyze communications

ASC

Customer calls become a valuable information source

Workforce Optimization

Contact-center interactions represent "moments of truth" between companies and their clients. ASC's new technologies will expand the measurement and control of customer service into almost all corporate areas compared to its current limitations: contact center processes and customer consulting.

Based on the content of recorded calls and screen activities, INSPIRATION*pro* reveals the potential for improvement in contact center operations including processes, marketing, sales activities, time of reaction and problem analysis. As a result, campaigns become more efficient, and costs of ownership are significantly reduced.

Automated Speech Analytics

Speech analytics software helps to identify the most interesting, critical and useful interactions among an otherwise unmanageable number of conversations. By using artificial intelligence, ASC's speech analytics software provides extended evaluation and reporting features to autonomously recognize and respond to the actual meaning of communications. Speech analytics tasks can be incorporated into campaign-oriented plans in a time-sensitive manner.

eLearning for Advanced Training, Independent of Time and Space

Conclusions can be formulated about agent training from the analyzed data. ASC's eLearning module delivers educational material in a fast and cost-effective manner directly to the agent's desktop, allowing timely improvement of skills and qualifications.

Active Coaching

INSPIRATION*pro* lets the supervisor use authentic voice files for instant coaching. Remarks or additional advice can be added to recorded calls and provided to agents. "Best / worst practice" examples may be created by trainers or supervisors and rapidly distributed.

With AGENT*assistance* the agent can contact the supervisor in real time without the customer's knowledge. Supervisors may respond with instant messages (via the chat window) or even take control of the agent`s PC.

Agent Feedback

INSPIRATION*pro* lets agents evaluate themselves or fellow agents. This capability double-checks the supervisor's opinion and motivates agents through increased involvement in the evaluation process.

Customer Feedback

The Customer Feedback module contains an IVR application integrated with a customer survey for initiation immediately after the agent`s conversation. According to marketing studies, if customers receive poor service and report their experience the same day, they are more likely to return with repeat business. In addition, this module may be used to validate supervisor ratings with actual customer opinions.

Virtualization

ASC's solutions also support the use of Citrix software for application virtualization, thus letting contact center managers streamline internal administration through central data administration with local access to the data.

Data Security Meets High Standards

INSPIRATION*pro* complies with stringent Payment Card Industry (PCI) data security requirements. PCI DSS is a universal standard to optimize security for credit card transactions and protect card owners from identity theft.

Benefits

Customers
- Improved customer service
- Personalized relationships
- Reduced hold times and transfers

Agents
- Effective training and coaching
- Improved job skills
- Increased motivation

Supervisors
- Effective management
- Sensitivity to service quality
- Transparent communications

Companies
- Increased loyalty
- Reduced employee turnover
- Improved productivity
- Continuous improvement process
- Reduced training costs

Free Test Version

Contact ASC at hq@asctelecom or visit www.asctelecom.com to receive a free test version of INSPIRATION*pro*.