



## A BPO Case Study

# Increase KPI's and Decrease Costs with Reporting and Analytics

### The challenge

A world-renowned top ten Business Process Outsourcing (BPO) company wanted to increase account penetration and Right Party Contacts (RPC's), but the company was using an underperforming program. They needed to increase performance, while ensuring the majority (60%) of the consumer calls were handled by the owning account representative while also maintaining less than a 1% call abandonment rate.

### The solution

To reach their goals, the company turned to TCN's platform. A four-tiered call overflow was set up, allowing calls to be routed to the appropriate agent based on skills and aptitudes – keeping things simple, yet sophisticated. This allowed for precise control over how many calls were handled by the owning account representative. TCN's Reporting and Analytics solution was key to tracking performance while maintaining the desired ownership balance.



## The results

Before transitioning to TCN's Operator platform, this BPO's underperforming program required approximately 220 agent hours per day (equivalent to 27.5 full-time agents) to produce 130-140 RPC's, a rate of 0.7 RPC's per Agent Hour.

After TCN implementation, the BPO was able to reduce the number of daily agent hours from 220 to 120 (equivalent to 15 full-time agents), a 45% reduction in agent hours. TCN's Reporting and Analytics solution empowered the BPO to make changes that increased the number of RPC's made each day until they reached 230 per day, an increase of over 65%.

As a result of the powerful combination of TCN's industry-leading call routing capabilities, reporting and analytics, this BPO saw a 270% increase in RPC's per agent hour, meaning all calls were fielded by the next available agent in under 500 milliseconds.

TCN enjoys working hand-in-hand with clients to challenge the status quo by always asking "Can it be done better?" Don't compromise or settle on less than the best for your business. Contact TCN and learn how to scale with your needs through real-time insights.

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