

Using analytics to automate Quality Monitoring and Compliance



Ember

CASE STUDY

Problem

- Small sample of contacts manually reviewed for compliance
- Need to move to a statistically robust volume of contacts to be assessed for quality & compliance
- Reduce quality monitoring headcount resource

Solution

- Use speech analytics to measure agent compliance to customer authentication – so for Identify & Verification checks
- Speech analytics identified all the data items agents ask customers as part of the ID&V process
- Automated identification of data items requested by the agent in the appropriate part of the interaction

Findings

The organisation’s business rules state that an agent should ask for 3 pieces of customer data per call. So, speech analytics aggregates all the instances that an individual data items was requested and applied that as a % of all calls handled. Then aggregated all of the %’s and set an individual agent target of 300. The chart below shows the results:

Agent	Number of calls assessed	Overall DPA Score	Customer Name	PostCode	Account Number	First line of address	Telephone number	Email
Susie	401	309.0	94.8	90.8	19.3	94.8	6.2	3.2
Esteban	142	297.2	85.2	78.2	35.9	87.3	4.2	6.3
Jenson	98	362.2	95.0	85.7	67.4	90.8	7.1	16.3
Stoffel	389	352.8	89.3	86.4	64.3	92.3	8.5	12.1
Nico	288	354.5	96.2	70.8	66.0	88.9	19.2	13.5
Kevin	262	260.3	78.2	68.3	20.2	92.4	0.4	0.8
Rio	204	368.6	90.3	82.8	79.4	90.2	18.6	7.4
Marcus	320	305.3	75.9	75.4	54.1	97.6	0.6	2.2
Claire	44	329.6	95.5	79.6	43.2	95.5	6.8	9.1
Monisha	226	319.9	79.2	81.9	53.2	99.1	5.3	1.3
All Agents	13867	313.9	84.8	77.8	47.2	92.1	7.2	4.8

- The findings show that Esteban & Kevin have missed the compliance target of 300, ie, in breach of the organisation’s ID&V business rules
- The organisation was able to coach agents based on their individual coaching needs
- The individual call records were available for review with the agent in coaching sessions so they could hear the failure calls



Ember

Ember Group Ltd
60 Trafalgar Square
London
WC2N 5DS

T: +44 (0)20 7871 9797
E: info@embergroup.co.uk

www.embergroup.co.uk

Return on Investment

Moved to 100% call monitoring and improved compliance with a 50% reduction in manual reviewer headcount.