

Case Study

Using Analytics To Drive Improved Quality & Compliance Monitoring



Ember helped one of the UK's largest insurance providers to drive improved quality and compliance monitoring.

We have analysed the steps that supported each component of our client's Quality and Compliance programme, whilst also explaining how each step could be tailored to respond to their specific needs by developing thorough risk assessments to serve as the foundation of the client's Quality & Compliance programme framework.

How we helped

After conducting an in-depth research and analysis of our client's quality framework we have built and deployed an automated version for quality management.

We have also completed and deployed an all-encompassing quality scorecard for agent measurement, which covers the following areas:

- **Global Compliance score** to understand how fees and charges were discussed on the relevant calls.
- **Risk scores** to track the underwriting and risk related questions required at key stages of the customer journey.
- **Call management scores** to track agent behaviours that could have had a significant impact on the customer experience as well as add value to the client.

The Results

Our approach has led to a significant increase in ROI, which was revealed in the following aspects:

- **The client has reduced the headcount in the Quality Team** - with a reduction of 60% from the removal of manual assessment with the remaining resource targeting risk contacts as flagged by the system.
- **The client now has access to a fully functional speech analytics solution, that can be used in multiple user cases** - this delivered massive benefits for the client. This has helped reduce operational costs and improved CX, delivering substantial value back to the business.
- **Today using automated speech analytics the client monitors at least 14 interactions per agent per day**, compared to just 5 customer interactions per agent per month previously. Using this data our client can now get a true read of quality and compliance and can address any issues or risks that are identified on any and all contacts.

Are you looking for an inexpensive, state of the art interaction analytics solution that will revolutionise your operations ? If yes, we are here to help!

Get in touch

Get in touch with our analytics experts today

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