

Bill Gosling Outsourcing

NEQQO





Never Ending Quantitative Qualitative Observations

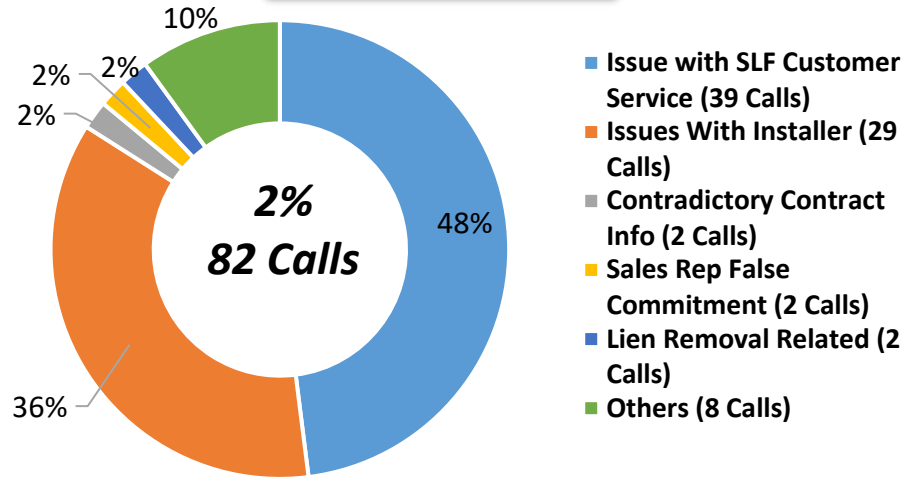
NEQQO synergizes deep human expertise, with state-of-the-art speech technology and an advanced reporting and analytics platform. This ensures that your business gains valuable insights into the critical components of service delivery



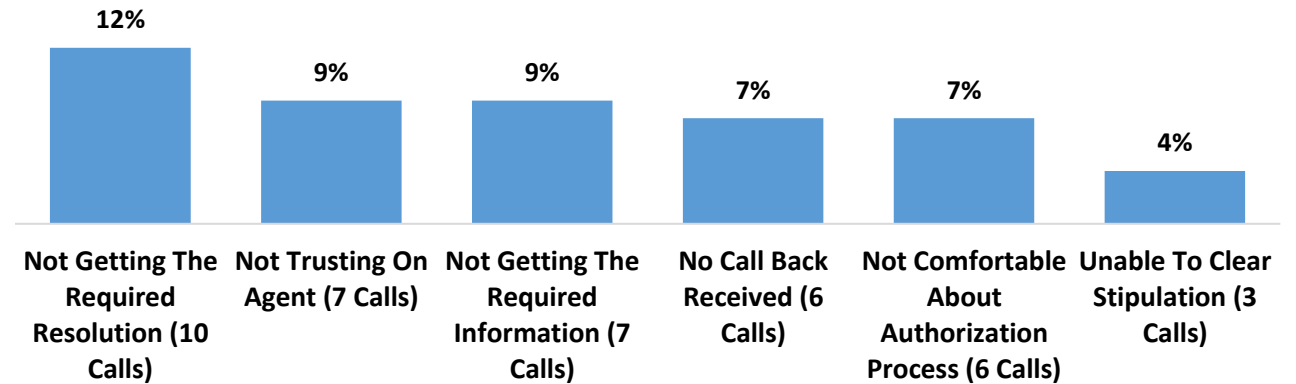


Escalations – Use Case 1

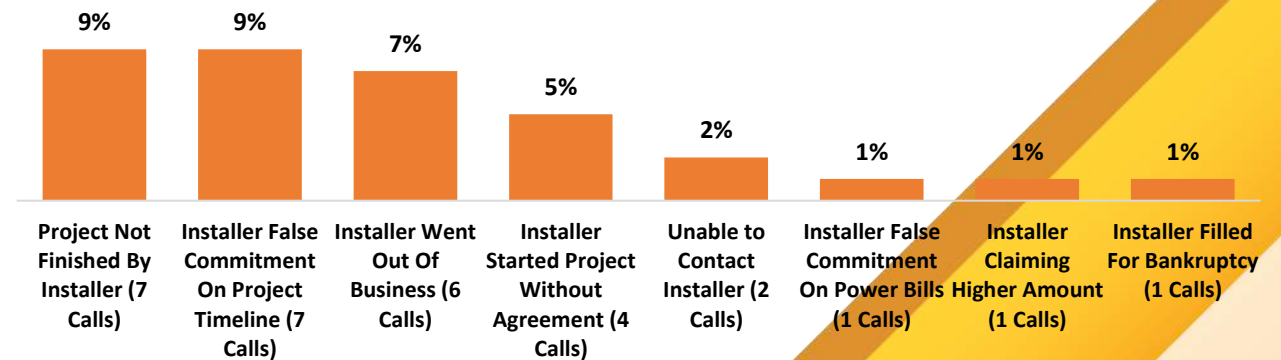
Escalation Reasons



Issues With Customer Service (48%)



Issues With Installers (36%)



Escalation Categories

Legal & Regulatory – 48% (39 Calls)

- Calls where customers **are threatening** or mentioning that they have already **escalated the issue** for **Legal Prosecutions** or have taken their complaint to any regulatory such as **the Better Business Bureau**.

Operation-level – 35% (29 calls)

- Calls where customers are asking to **talk to a supervisor or manager**.

Executive Level – 6% (14 Calls)

- Calls where customers have already contacted or are about to **contact CEO or any higher authority** seeking resolution.

Escalations – Use Case 2

Company



Insurance

An Insurance company headquartered in the US since 1983

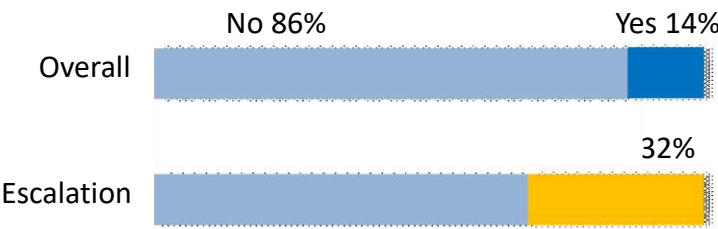
Challenge

Identify reasons of customer dissatisfaction and drill down on potential escalations

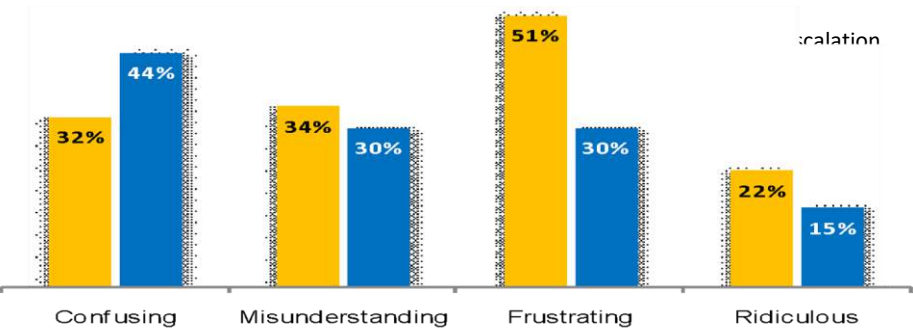
Findings

51% of the customers showed frustration on calls, due to no resolution or incorrect information provided by agents, likely leading to potential escalations

Clients Expressed Negative Sentiments



Negative Experience – Break Down (Queries)



Escalation Indicators - Overall

- Clients confused about claim filing procedure & co-pay percentages
- Confusion about EOB & coverage policies
- Misunderstanding on co-payment & received a bill
- Long time taken by Vendor in providing a list of in network providers



Actual Escalations

- Clients dissatisfied & confused about denied/delayed claim
- Conflicting information about coverage & network providers insurance carriers/Accolade
- Received bill for expected coverage
- Vendor not able to provide any in network provider in vicinity

Client frustration over issue resolution and/or misinformation is another leading indicator of a likely escalation



Customer Experience – Use Case

At Enterprise level the DSAT stands at 11% including reasons such as Repeat Calls, Broken Promises.

Company



FinTech

Organization leading in Solar Panel and Home Improvement FinTech

Challenges

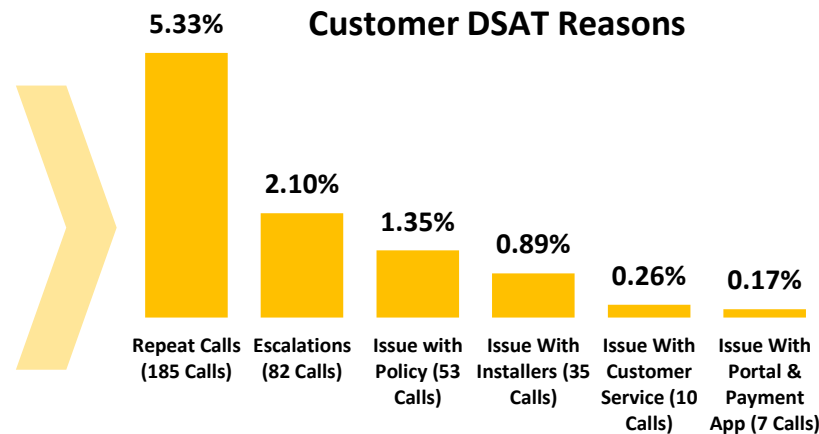
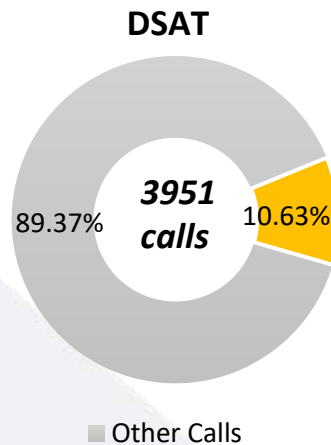
Identify the calls where customer experience is impacted and may lead to customer becoming a detractor

Continuous monitoring of calls with potential dissatisfied customer

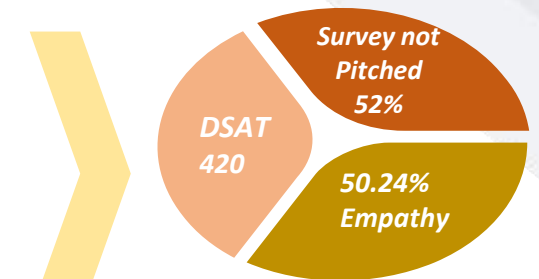
Training need identification for agent improvement

Results

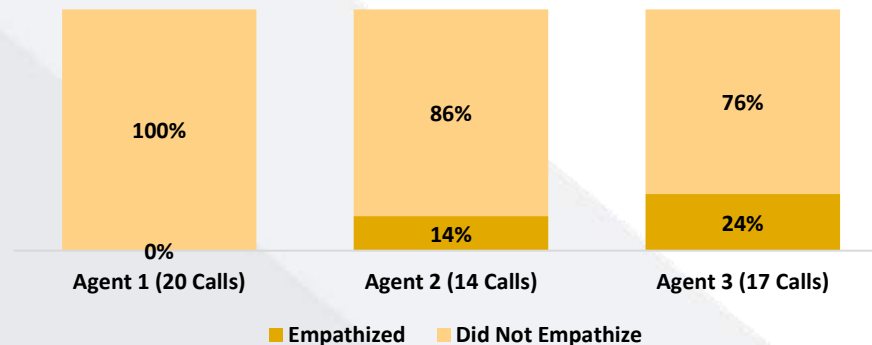
Ability to monitor and identify customer experience impactors on 100% call recordings through speech analytics. Raise daily alerts for the operations team to take prompt actions and recovery.



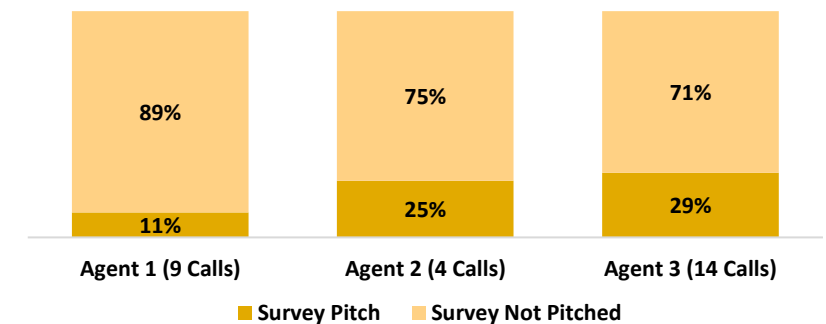
Empathy and Survey Pitch on DSAT calls



Did the Agent Empathize on DSAT Calls?



Was Survey Pitched on DSAT Calls?



Mitigate Risks – Use Case

Company



Collections - Telecom

Collections department of one of the largest Telecom providers in UK

Challenges

Compliance Management: Ensuring adherence to strict FCA regulatory guidelines during debt collection interaction

Continuous compliance monitoring on call recordings

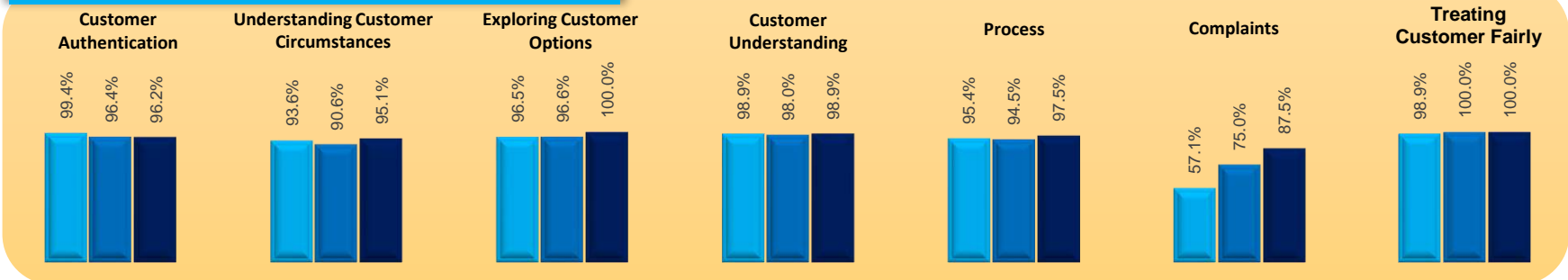
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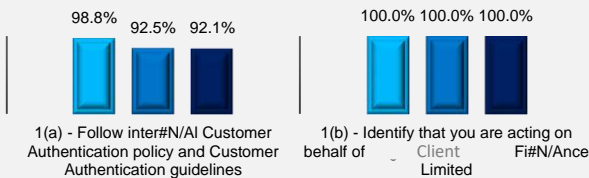
Ability to monitor and mitigate risks of non-compliance by augmenting compliance monitoring to 100% call recordings through SmartSpeech.

Documentation tool related compliance was out of scope

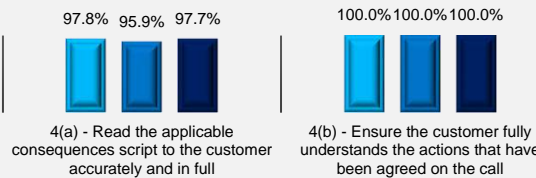
Compliance Trend Monitoring



Customer Authentication



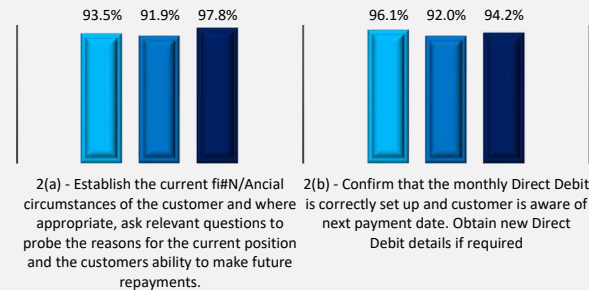
Customer Understanding



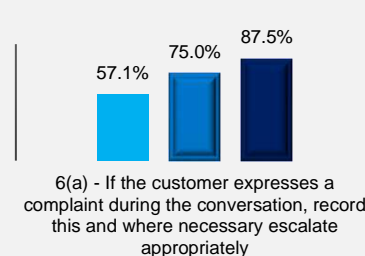
Process



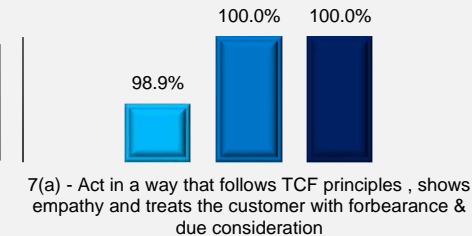
Understanding Customer Circumstances



Complaints



Treating Customer Fairly



Apr May June



THANK YOU

“Making Lives Better, One Connection at a Time”

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