

Telesales Shrinks New Business Implementation Time by 60% with Simplified Access to Customer Data

“With other platforms there was a need to go to IT and other applications. The way its setup, you have the flexibility to monitor/administer things on the fly. You can be nimble, you can roll with those changes fairly quickly because everything is on one platform.”

— Edward Abreu, Business Analyst – in charge of new client implementations



60%

Decrease in implementation time



PROBLEM

Speed-to-Market for new campaigns is often a multi-step, multi-application, multi-department process -- reliant on IT. This can slow down the ability to compete for new business and adapt to changes.



SOLUTION

LiveVox's cloud engagement platform dramatically simplifies data complexities and integrations of customer data, empowering contact center managers to implement new client campaigns from a single platform without significant IT resources.



SUCCESS

With LiveVox's Contact Manager Performant is able to configure all campaign attributes from a single platform, eliminating multiple steps and need for IT involvement. As a result implementation can be completed in 2 weeks.

CLIENT BACKGROUND

Performant Financial Corporation is a BPO specializing in healthcare, commercial, and government outsourcing services. Performant is supported by 600+ agents with four call center locations across the U.S. The BPO has over 15+ years providing contact center services, maximizing revenue, quality and cost integrity for the clients they serve.