



LIVEVOX

# The LiveVox WFM Tool in Action

## Case Study 1:

Credit Union With More Than 230,000 Members and \$2.7 Billion in Assets

### Challenge

Predicting demand for this type of service is extremely challenging. It's difficult to estimate the number of patients who will need interpreter services throughout the day impacting their ability to staff effectively and efficiently.

### Results

**81%** Reduction in ASA from 79 seconds to 15 seconds while processing 4,100 more calls per month

**69.6%** Reduction in the abandoned call rate from 6.6% to 2%

**10 Hour** Expansion of operating hours per week – without hiring additional personnel

**50%** Reduction in overtime expenses

**\$4M** Expansion of operating hours per week – without hiring additional personnel

### What Contact Center Leaders Say About LiveVox WFM



*Deploying this platform enabled our Credit Union to increase agent adherence by 20%. We absorbed a 10% staff reduction without a decrease in service levels as a direct result! We cannot imagine our center without it."*

– Contact Center Manager

*"Our Customer Service department has seen an impressive reduction in overtime costs, as the tool enables us to accurately schedule staff according to actual need. Breaks and lunches are scheduled automatically by the tool, ensuring that staffing is maximized at all times."*

– Customer Service Director

## Case Study 2:

### On Demand Language Services Company

This company is an industry leader in offering on-demand video medical interpreter services to doctors' offices and hospitals. They focus on improving the patient experience, offering interpreter services for more than 250 languages at the push of a button.

Predicting demand for this type of service is extremely challenging. It's difficult to estimate the number of patients who will need interpreter services throughout the day impacting their ability to staff effectively and efficiently.

The company adopted this WFM solution now available with LiveVox because of its versatility and user-friendly design. One of the biggest advantage was its Automated Scheduled Adjustment Plans (ASAP), which gave them the ability to adjust and refine staffing levels accurately, throughout the day, based on insight, and immediately inform agents through the built-in communications and notifications platform.

Now, the company is confident that they will always have the right people available at the right time. This has allowed them to increase agent utilization and minutes of interpretation which is their key revenue metric. In addition, they saw their adherence improve by 20% percent overall.