



Azure-Powered **Enterprise Solution**

The cloud-based contact center management solution tracks operational performance and delivers analytical insights for improved decision-making.

Project Overview

Hosted on Microsoft Azure, the integrated solution monitors various aspects of contact center operations, improves collaboration and performance by analyzing operational data to deliver insights in the form of reports and charts. The solution enhances visibility into agent productivity and improves transactional quality.

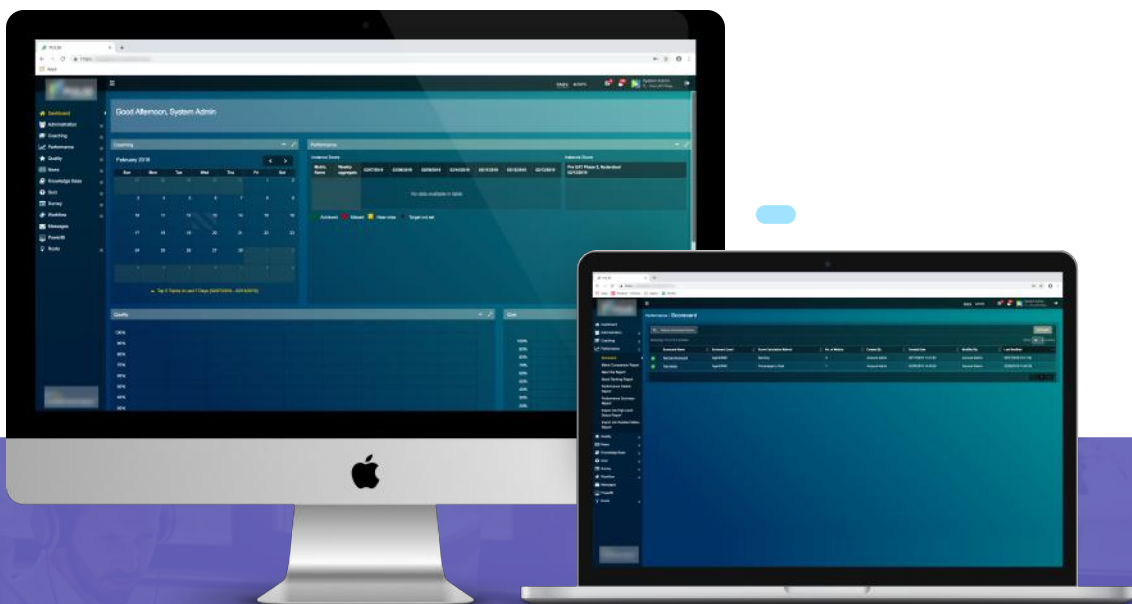
Client Profile

Based in the U.S., our client is a global professional services company offering domain expertise in technologies that promote customer engagement. With over 65,000 employees and a presence in 25 countries, the client offers expertise in industries such as financial services, healthcare, pharmaceutical, technology, consumer electronics, retail, automotive, and tourism.

Business Requirement

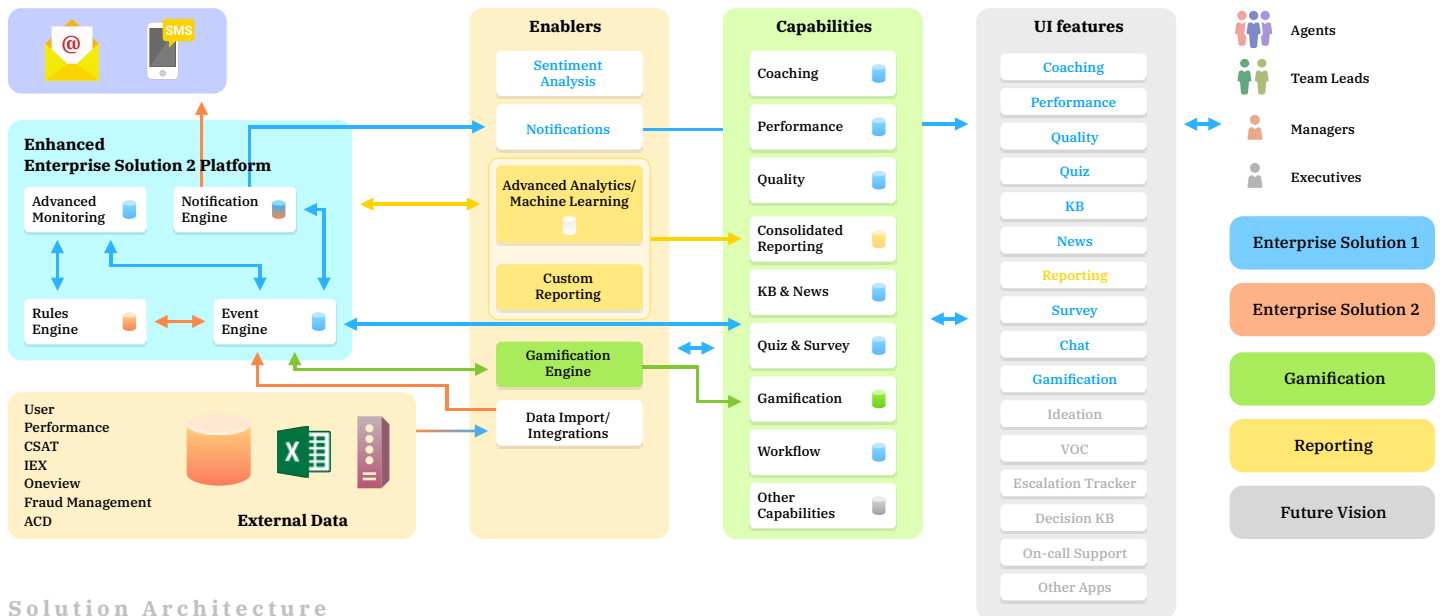
The absence of a unified framework for contact center management significantly impacted operational efficiency. The client required an integrated solution to measure and enhance performance of agents. The major considerations include:

- Scalability and seamless integration of systems
- Periodic assessment and instantaneous feedback mechanism
- Transparency in workflow
- Seamless organizational communication



Solution

The solution is an API-driven, SaaS-based multi-tenant application that incorporates functionalities such as an integrated rule engine, gamification, notification, chat, and data analytics. It delivers business results with 360° closed-loop integration and feedback, delivered on a modular, integrated, and extensible platform. Dashboard and reports are presented through a unified and multi-modal responsive user interface. The application is hosted on the Microsoft Azure cloud platform, leveraging much of the PaaS offerings.

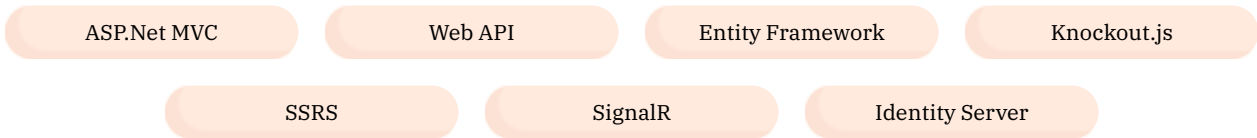
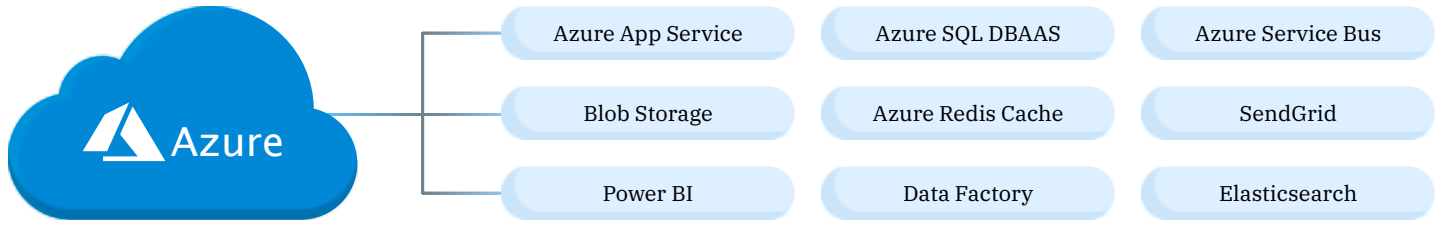


Solution Architecture

Key Features

- Customized performance reporting
- Audit-driven coaching schedules
- Create custom KPIs using flexible formula builder
- Sentiment Analysis of customer feedback
- Responsive design; Single Sign-On (SSO) authentication
- Create and distribute surveys to targeted teams and individuals
- Design audit forms with a wide range of rating scales and scoring options
- Custom reporting engine to develop reports for a selected audience
- Gamified elements to improve user engagement, organizational productivity, learning, and evaluation
- Integrated communication with messaging; one-on-one chat conversations
- Module to plan and document training sessions
- Capture action plans for improvement and goals to track results

Technologies



Benefits

- 25% reduction in Average Handle Time (AHT)
- 30% improvement in First Call Resolution (FCR) rates
- 80% reduction in escalations
- Reduced training time by 40%
- Improved agent productivity and compliance
- Tacit knowledge transfer



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14150 Newbrook Drive, Suite 115, Chantilly, VA 20151

www.qburst.com | info@qburst.com