

Financial Case Overview

Client Specifications:

- Genesys, Avaya and Cisco Systems
- Chat Environment
- Multiple ACD Logins
- Multiple User Logins
- WFM System
- BI System
- Inability to correlate user information across multiple systems in a timely manner

Resolution:

- Installation of collector (CEP™) to collect data from all disparate sources
- Provided ethosAnalytics (eA) for easy to read dashboards and reports
- One Login ID per Agent
- Real Time Reporting & Historical Reporting

Effects:

- Increased Efficiency
- ROI > \$3.3 million
- Increased accuracy of customer account information from 0% to 82% and counting

