Boost autonomy, accountability, engagement and morale. Systemize skills and best practice development. Improve performance.

Convergent Leads Outsourcing Partners with Unique Performance Management Software

THE CHALLENGE

In 2017, one of the Nation's top cable providers made the decision to begin tracking Net Promoter Score (NPS) in order to measure performance success. To ensure they could efficiently track this data, the provider began researching Call Center Performance Management Technology. Finding new technologies advertising call center performance improvement is easy but finding a technology being implemented while providing consistent positive results is not.

While looking to improve the customer experience through technology enhancements, they were also looking to drive performance through competition, ultimately deciding to add another outsourcing partner who could do both.

THE SOLUTION

After an extensive RFP process, the cable provider found Convergent Outsourcing, Inc., a BPO that had a solution for both challenges. Convergent was not only a good fit as an outsourcing partner but had also deployed the Performance Management technology they were searching for, even assisting with its development. Convergent was selected as their 2nd call center outsource partner, providing specialty queue services fielding customer care calls and helping customers who have fallen behind on their bill.

Key to their selection of Convergent was our unique CEScore Agent Performance and Engagement platform, powered by TouchPoint One and Acuity. This tool would play a crucial role in the alignment of agent behavior with their mission to improve the customer experience using the NPS CX metric. CEScore was included with the roll out, along with its Gamification module, A-Game. Within a few months, the cable provider made the decision to add the unique platform to their own internal call centers, even having their original outsource partner add the technology to the program they were managing.

THE RESULTS

Over the last two years, CEScore has delivered on its promise. Convergent has led the three sites on NPS scores for the majority of the last twelve months, averaging the highest at 24 NPS, with several months reaching 27-31 NPS.