

Client Case Study – Remote Quality Management



***“The Power of INTELLigent
Customer Contact”***

Remote Quality Management

Client – One of the world's largest multi service telecom companies providing Access, LD, DSL, Wireless, Corporate Voice & Data and International services.

Requirement

To audit and improve quality of service provided by Client's various outsourced call centers in North America on a continuous basis.

Intellicom Solution

- Remote Monitoring
- Online Monitoring Scorecards
- Online Reporting including recorded calls
- 3rd Party Verification
- Consumer Survey & Mystery Calling

Impact

- Intellicom's engagement helped reduce Client's QC group cost by over 32% per call center seat.
- Customer satisfaction index (measured through survey programs) improved by over 7%
- **Intellicom has recently been engaged for quality monitoring of Client's debt collection call centers as well.**

Contact us for an online demo of this service