



Increased Collections in Leading Wireless Telecommunications Provider

Collections efforts are a careful balancing act between collecting and professional, courteous customer service. Without the right training, agents can have difficulty maintaining that balance and achieving their goals. Most centers must staff agents for both training and calling.

Learn how this company was able to spend less and get better with Knowlagent, optimizing frontline performance faster and more affordably than ever before:

Key Initiative

After completing a Knowlagent pilot and quickly improving overall quality scores and first call resolution, this leading wireless company was recognized by J.D. Power for its excellence in customer satisfaction. This dramatic improvement in customer satisfaction in such a short period of time inspired one of the company's other business groups, Financial Care, to consider how it might also deploy Knowlagent's agent management solutions to boost its collection efforts while maintaining current service levels.

Solution

The company's Financial Care centers implemented their own Knowlagent pilot – with absolutely no other changes to the business – for an eight-week period. In all, eight 15-20 minute learning breaks were developed by the company's learning and development group to improve agents' debt collecting skills through use of a proven call model designed specifically for the collections industry. These learning breaks were then pushed to individual agent desktops via Knowlagent during downtimes in call volume. A daily scorecard was provided to both collectors and their supervisors, highlighting performance against key metrics.

Impact

The implementation was an overwhelming success with all service centers realizing a double-digit percentage improvement in just eight weeks. This included a 23% increase in overall collections in two centers, while the average collections per hour per customer service agent increased by 17%.

Results at a Glance

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