

The Results Companies



The Results Companies is a North-American provider of inbound and outbound customer care contact center services. Its industry leading call center services are supported by a performance driven and multilingual staff of around 4000 agents fluent in English, Spanish and French. With strategically located contact centers throughout the United States, Dominican Republic, Mexico and Philippines, Results provides proven end-to-end business solutions and helps its customers to increase market share, reduce costs, and drive efficiencies to promote brand awareness and customer loyalty to their end-users.

In order to enhance the performance of its contact centers across the globe, Results decided to streamline operations by implementing a more flexible agent desktop and creating a single application and campaign development environment, while leveraging compliance with State and Federal "do-not-call" regulations. To accomplish these goals, the company made the strategic decision to move from proprietary technologies to vendor based solutions and selected Altitude Software as a partner.

Results felt the specific need to implement a more flexible agent desktop to improve efficiency of agents handling phone contacts, easily push changes to the agent desktop and improve the existing database applications. Results deployed Altitude Software's contact center management platform, Altitude uCI, and now benefits from a state-of-the-art agent unified desktop solution and an effective outbound dialer with programmatic blending that provides the capabilities needed to streamline processes and centralize technology while decentralizing the workforce at a worldwide level.

Streamlining operations and efficiency in international contact center network while improving first call resolution rates with Altitude uCI

Based on Altitude Software's unified agent desktop solution, Altitude uAgent, Results' agents were given access to workflow-based scripting and context sensitive links to information required to complete interactions on the first call. Alec Brecker, Chief Operational Officer at The Results Companies states, "questions come in from customers with infinite possibilities. Altitude Software's Altitude Unified Desktop helps us capture that information and provides an answer to any question the customer might have in a consistent manner across all our agents".

This generated greater customer satisfaction and higher first call resolution rates. Altitude uAgent also accelerated the training process by offering Results a standard

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Alec Brecker
Chief Operational Officer at
The Results Companies

THE RESULTS COMPANIES

- Global industry leader providing inbound and outbound customer contact services. Privately held, founded in 1990.
- 20 locations throughout the United States and around the World
- 4000 agents supporting English, French and Spanish

Business Benefits

- Blending environment
- Rapid application development
- Unified agent desktop and operational centralized control
- Higher first call resolution rates
- Compliance with the latest State and Federal regulations
- Faster and simplified training process

desktop architecture consistent across all client applications, enabling the company to create training modules designed to introduce new campaigns workflow.

To optimize outbound campaigns, Results deployed the Altitude Strategy Manager. Altitude Strategy Manager segments and assigns clients to campaigns with specific rules and scripts, while it analyzes ongoing campaigns, delivering to Results the information required to modify business strategies over the campaign period. Through Altitude Software's programmatic blended dialer application, agents are automatically moved in and out of outbound campaigns according to real-time inbound activity and, furthermore, the outbound dialing functionalities can be expanded to remote agents working from satellite offices, decentralizing the workforce.

Due to its high flexibility, Altitude Software's Altitude uCI was easily integrated with the existing technologies and applications, including the Avaya IP PBX with inbound ACD (EAS), IEX Workforce Management, CSI Call Recording, ResultsNet (client reporting application) and Call Guide (client knowledge base). Results uses its intra-day ETL process to feed ResultsNet for client reporting, analyzing day to day performance to attain the campaigns' goals, deliver reports and fine tune operational strategies. Supporting this task, Altitude uCI provides an extensive data overview and enables the collection of a wide range of inputs for each campaign, leveraging a reporting structure that provides a unified and end-to-end view of the contact center(s).

Conclusion: Decentralize the workforce environment while centralizing technology control and management

Altitude helped Results' support its contact centers across the globe by streamlining their operations with a more flexible agent desktop and a single development environment. Along with the efficient blending environment, these new gains not only gave Results a centralized operational and management control, but also extended the new functionalities to all contact centers worldwide regardless of their size or purpose, one of Results' main operational requirements.

Business Benefits

- Access to workflow-based scripting and context sensitive links to information required to complete interactions on the first call.
- Client segmentation and assignment to specific campaigns to deliver best results.
- Analysis of ongoing campaigns to modify the strategies over the campaign period.
- Blended environment allowing agents to move in and out of outbound campaigns maximizing productivity.
- Maximum integration with the existing solutions and applications.

Solution Description

- Altitude uCI
- Altitude uAgent
- Altitude Strategy Manager
- Full integration with Avaya IP PBX with inbound ACD (EAS), IEX Workforce Management, CSI Call Recording, ResultsNet (client reporting application) and Call Guide (client knowledge base)
- Altitude Blended Application Manager

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