

# Analytics delivers significant cost savings

Our client is a worldwide, cross-border money transfer company with one of the largest global footprints in the industry seeking to understand repeat contacts and create efficiencies in their website and agent CX.

Foundever® provided a fully managed, comprehensive set of speech analytics services, deployed across six contact center outsourcers in addition to internal call center sites.

Interaction Analytics created actionable insights from unstructured voice data and enabled the client to focus on the behaviors that matter most to improve the customer experience (CX) and business results.

## Customer objectives

- Understand key reasons contributing to repeat contacts
- Identify opportunities to improve the website and agent performance
- Reduce cost through operational improvements and process automation

## Our solution

- Leveraged Interaction Analytics to understand contact and resolution drivers
- Identified that 80% of negative sentiment was driven by “trouble sending money” and “money not received” reasons
- Found that 50% of the unresolved calls were same day repeat calls, predominantly about money transfer status and web navigation; 50% of the web experience related calls remained unresolved
- The overall share of silence was 43.3%
- Highlighted opportunities to reduce repeat contacts, including delivering self-service solutions, additional agent training and setting customer expectations on processing times

1.6M

Savings via repeat calls and Average Handle Time (AHT) reduction

3,447

Minutes per Day saved via silence reduction

>90%

QA Scorecard criteria automated