

Turn Call-Center Data into Insights for Better Customer Service

Leveraging Five9 Data to Drive Smarter Decisions and Optimize Call-Center Performance



Microsoft
SQL Server™

cs@perceptive-analytics.com
+1 (646) 583 0001
perceptive-analytics.com



COMPANY OVERVIEW



A Property
Management Company



\$300M

Revenue



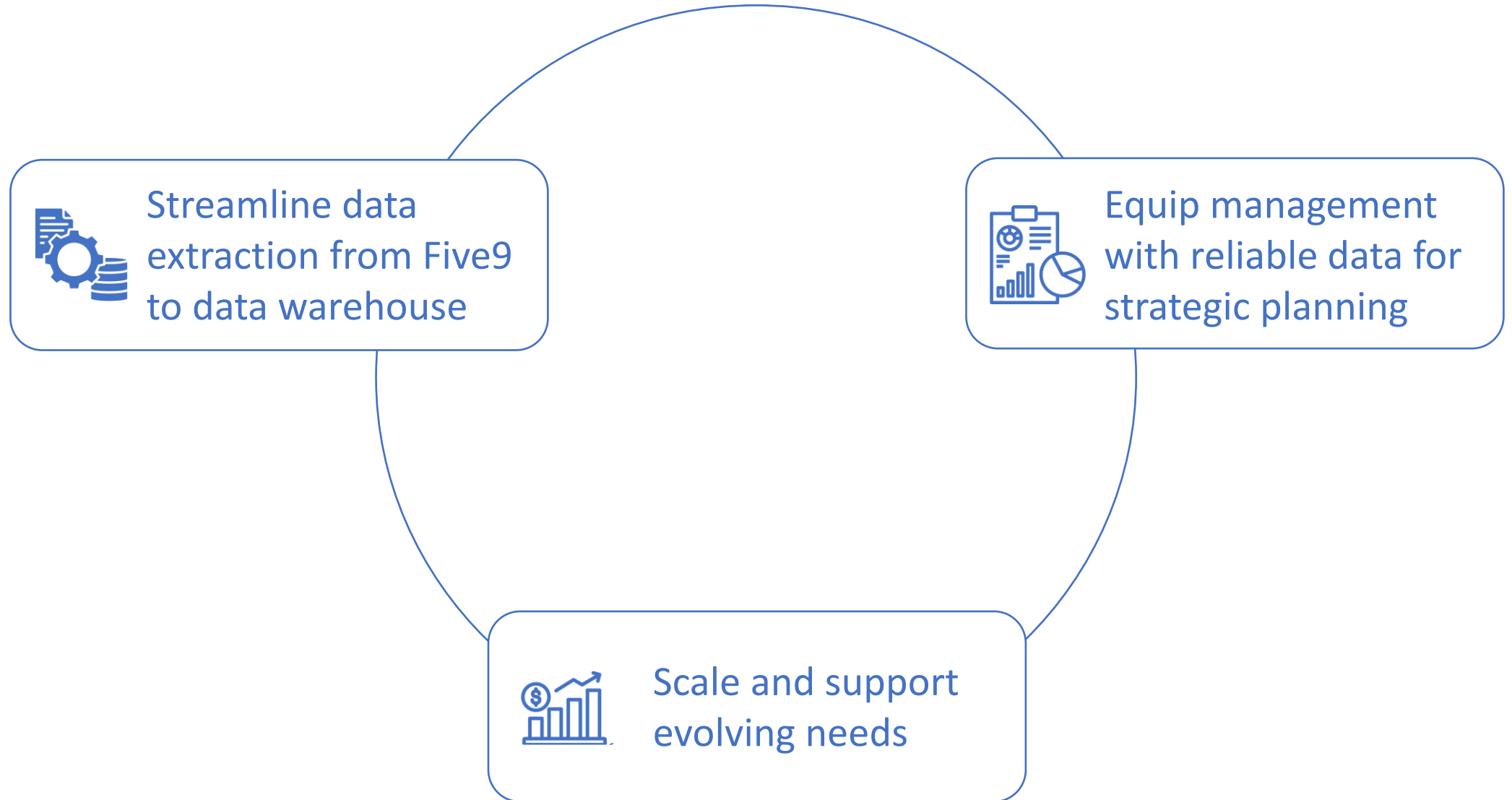
~1,000

Employees



C-Suite Executives

OBJECTIVES



BENEFITS



Reduced wait times
boosting customer
satisfaction



Optimal staffing from
peak time insights



Optimized agent
schedule increasing
productivity



Automated data pulls
saving time and
reducing errors

Insights for CXOs

Strategic Insights

Business Value



How can we improve customer experience by reducing call wait times?



Assess ACD queue and wait time metric



How can we optimize agent schedules to maximize productivity?



Align scheduling with peak call volume



Which agents need performance improvement?
Who are top performers?



Monitor agent productivity



How can we reduce costs related to forced releases (premature disconnections)?



Monitor forced release trends and adjust processes

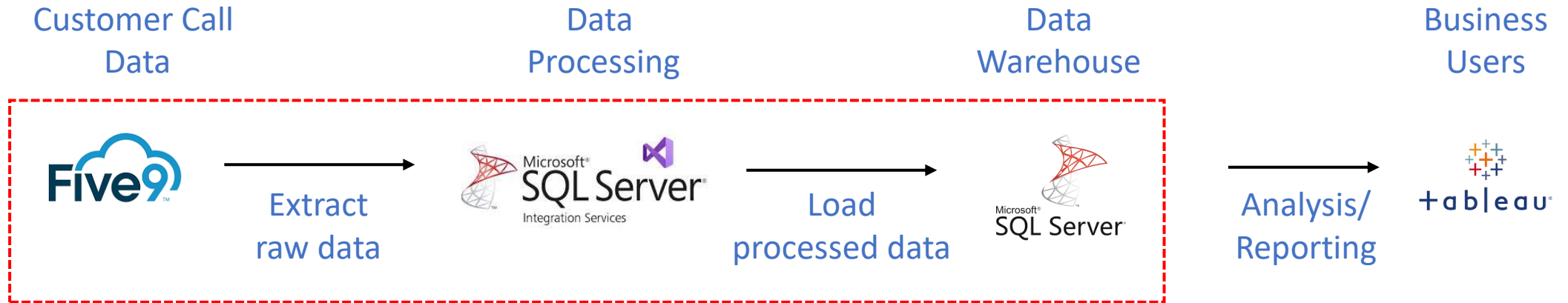


Which areas are underperforming in call handling and customer service?



Evaluate performance by focus area

Data Integration Solution Architecture



Our solution seamlessly automates this critical part of the workflow, using SSIS, with focus on scalability



End-to-End Data Analytics Services

Winner

Fidelity Investments
Data Challenge

100+

Clients Served
Across Industries

15+

Years of
Experience

Schedule a free consultation



cs@perceptive-analytics.com

+1 (646) 583 0001

perceptive-analytics.com

[CLICK HERE TO SCHEDULE](#)