

Call Center Solutions



Contact centers face a myriad of challenges, including creating a customer-centric and revenue-enhancing unit, improving customer retention and loyalty, increasing agent retention and productivity, and keeping service costs down. As a result, some of the most important performance metrics in the contact center are those associated with customer service, quality and efficiency. However, since customers have the ability to interact with your contact center in multiple ways, managing customer relationships and obtaining a unified view of customers is imperative. Allegiance can help.

All the tools that you need to listen and respond

Allegiance offers the only comprehensive, multi-channel feedback management platform to listen and respond to the voice of customers and employees and grow their loyalty and engagement. This solution, known as the Allegiance Engage platform, lets you hear and rapidly respond to customers and employees in real-time, 24/7/365, via:

- Web links
- Telephone hotlines
- Online comment portals
- Email surveys

Improve operational efficiencies and the customer experience

Operational decisions that meet a larger customer-focused business strategy and reduce costs gives contact center leaders a chance at that much-needed win-win. To help you achieve both goals, the Allegiance system equips you with all of the tools that you need to:

- Centrally collect, manage, analyze and act on both solicited and unsolicited customer feedback
- Create a closed loop customer feedback process
 - Immediately review and respond to customer feedback or call back requests and track feedback submissions through to resolution
 - Document a customer's dialogue history (via the data and time stamp)
 - Assign and delegate customer follow-up tasks to other staff members as needed
- Generate and access customer feedback-related reports 24/7/365

Conduct post-call surveys in real-time

After a customer service incident has closed, it is a great time to gather customer feedback about that specific service encounter. One way to do this is by conducting a post-call survey.



Allegiance offers the only comprehensive, multi-channel feedback management platform to listen and respond to the voice of customers and employees and grow their loyalty and engagement.

Allegiance offers a host of post-call survey solutions, including:

- Interactive voice response (IVR) surveys
- Phone surveys
- Online surveys
- Live operation surveys
- Call-back surveys
- Mobile device/SMS surveys

Plus, these solutions allow you to conduct surveys in multiple languages, capture customer verbatim voice or text comments, set up automatic alert triggers to rescue dissatisfied customers, and more.

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By using the Allegiance post-call survey solution, you'll be able to:

- Gain a better understanding of the customer experience
- Track and monitor customer satisfaction scores
- Obtain real-time customer feedback about your agents, and compare and rank agents
- Identify any service gaps or inconsistencies that may exist in serving customers to improve your operations

Using Allegiance post-call survey solutions is easy

- Minimal or no hardware or software to purchase or install
- Unlimited survey questions
- Real-time reporting of feedback results
- Can be customized to meet your company's specific needs

Monitor and grow your customer satisfaction and engagement

Research shows that businesses that value and manage customer loyalty and engagement have higher company profits and realize faster growth than those that don't. Allegiance can help you achieve a high level of customer satisfaction, loyalty and engagement by providing:

- "Pulse checks" of customer impressions at any given moment
- Surveys that proactively request customer input
- Ph.D.-led consulting that helps you design your plan and maximize impact

What's more, our solutions allow you to measure and monitor customer and employee satisfaction, loyalty and engagement on an ongoing basis, as well as learn about factors that drive purchases and product/service cancellations. By using this solution, you will not only be able to retain more customers, you will gain the valuable insights needed to grow your business.

Improve your agent retention and productivity

One of the most valuable assets within a contact center is the contact center agent. However, studies show that the average customer service representative lasts about six months. Moreover, experts estimate that it costs between \$10,000 and \$15,000 conservatively to replace an agent.

When employees feel like they have a voice, they are less likely to be searching for another opportunity. Allegiance provides your employees (including remote workers) with a way to voice their concerns, suggestions and complaints, etc., even anonymously if needed. By listening to front-line workers, you will uncover ways to improve processes, keep employees enthused and productive, and drastically cut costs and the hassles of staff turnover. Moreover, Allegiance can also help you identify the underlying drivers of employees' loyalty and engagement so that you can focus on what's working.

Obtain a unified view of your customers

You have a customer service system that tracks incoming calls and a CRM tool that gives purchase insights. However, a wealth of information is only as good as your ability to use it.

Allegiance offers a DataSync solution that lets you sync your customer feedback data with your existing information systems. By doing so, you will gain a more holistic view of your customers and be able to:

- Connect survey responses with customer databases
- Sync incidents or complaints to CRM systems for better service efforts
- Set up surveys to monitor post-transaction feedback
- Deploy surveys to query and thank customers according to sales histories
- Display or link to external database information on dashboards
- Make reports more comprehensive and robust
- Recover unhappy customers

All of the professional services support that you need to succeed

Having Allegiance technology is a great first step in increasing customer and employee loyalty and engagement, but with the Allegiance Professional Services team, you get another critical component to ensure your success.

Our professional services staff will work with you from the beginning of your project and help guide you through every phase of your engagement initiatives. Along the way, we'll also provide you with the comprehensive implementation guidance, education and training, customer support services, best practices consulting and custom solutions delivery that you need to rapidly get your organization up and running with Allegiance. Plus, you can use our Professional Services team as much or as little as you want throughout every stage of your project.

A big idea that's part of a bigger solution

The Allegiance call center solution is just a part of the overall Allegiance platform. We also apply our technologies and service expertise to customer loyalty, employee engagement and survey solutions. Ask about solutions that will complement your call center efforts—and see how the full Allegiance Engage platform can affordably bring you the benefits of all.

For more information, visit www.allegiance.com.
To demo a product or contact Allegiance sales, call 801.617.8000.

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