tcn

Workforce Optimization

With TCN's Workforce Optimization, powered by Conversational Analytics, ensure quality, mitigate compliance risk and leverage complete omnichannel coverage.

Contact centers face a complex challenge—fragmented systems and manual workflows create blindspots in quality management. Unreviewed digital interactions and delayed feedback limit data-driven decision-making. TCN's Workforce Optimization solution can help bridge these gaps, fostering improved compliance and a focus on customer experiences.

Effortless compliance, enhanced performance

Many contact centers juggle multiple vendors, making quality and risk management challenging. Fragmented contact center systems create blind spots, leading to digital communications going unreviewed. Additionally, contact centers that use manual processes experience delayed feedback, leaving decisions regarding managers, agents and consequential interactions being made without data.

Unmanaged performance and non-compliance with regulations like the Fair Debt Collections Practices Act (FDCPA), Health Insurance Portability and Accountability Act (HIPAA) and Payment Card Industry (PCI), especially in sectors like debt collection, business process outsourcing (BPO) and healthcare, expose your contact center to fines, losses and breaches of trust.

A lack of performance management triggers a domino effect, including compliance risks, unmet Service Level Agreements (SLAs) and increased litigation, loss of clients and other possible penalties. It also damages your contact center's culture, leading to demotivation, missed opportunities and overall dissatisfaction.

Leverage TCN's advanced Conversational Analytics and customizable evaluation solutions to overcome these challenges. Seamlessly integrated into your contact center platform, these tools enable comprehensive conversation monitoring and agent evaluation, delivering actionable intelligence that drives continuous improvement. TCN ensures 100% coverage of conversations, eliminating blind spots and providing a complete view of all interactions so you can ensure exceptional customer experiences.

Benefits

- Ensure high-quality customer interactions
- Reduce compliance risks
- Analyze 100% of conversations
- Identify performance gaps efficiently
- Recapture managerial time with automated evaluations
- Enable timely coaching
- Save agent time with AI conversation summarization
- Measure and improve agent performance
- Eliminate blind spots

Features

- Native 100% conversation coverage
- Rapid processing
- Exceptionally accurate transcription and redaction
- Exception language flagging and escalation notification
- Integrated scorecards and evaluation sets
- Automated scorecards
- Dynamic conversation visualization/interface
- Rapid agent feedback and comparative statistics
- Robust Business Intelligence reporting
- Automatic Do Not Contact List addition

Use Cases

- **Regulatory and litigation risk reduction:** Implement 100% monitoring and analysis of all agent-consumer interactions to exceed regulatory requirements and quickly identify potential risk language. This reduces the risk of regulatory fines and adverse legal action.

- **Agent performance improvement:** Provide regular and meaningful feedback, coaching and training to agents, utilizing all types of conversation interactions to highlight positive examples for training purposes. This leads to improved agent performance and customer satisfaction.

- **Complete interaction view:** Ensure all interactions are recorded and easily accessible for comprehensive analysis, compliance and quality assurance purposes, providing a complete and accurate view of customer interactions for better decision-making.

- **Agent efficiency:** Streamline documentation processes and reduce administrative tasks through automation, reclaiming agent wrap-up time and increasing talk time. This maximizes agent efficiency and productivity.

- **Technology burden reduction:** Integrate all communication channels (Voice, SMS, email and chat) into one application for streamlined analysis and cost savings, reducing the technology burden and optimizing resources for enhanced operational efficiency.