

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.

The screenshot displays the Performance Management interface. The top navigation bar shows 'Performance Management' and 'TCN ACCOUNT MANAGER'. The main content area is titled 'All Recordings & Transcripts' and is divided into two sections: 'Recording & Transcript' and 'Flag Details'.

Recording & Transcript: This section shows a call control bar with 'Call Control' and 'All Learning Opportunities' options. Below is a waveform representing the call audio. The transcript below the waveform shows the following text:

00:45:04 - 01:08:50 Perfect. Thank you. Before I continue, I do need to inform you that I am a debt collector. This is an attempt to collect a debt, and any information obtained will be used for this purpose. I am with TCN Financial, and I'm calling today to discuss an account that Chainsaw Clinic has placed with us for collection. This bill is from August 10th of 2023 and is in the amount of \$1,250.

01:09:50 - 01:13:35 Would you prefer to use credit, debit, or check by phone to take care of that?

01:15:54 - 01:19:54 Wait, what? I have insurance. They were supposed to pay that. I'm not paying for this.

01:20:55 - 01:24:77 Hmm. Okay. Let me check to see if your insurance paid.

01:27:56 - 01:43:04 So, I see that the clinic did bill Florida Blue Cross Blue Shield for this, but it doesn't look like your insurance paid anything. From what I see, it seems that the ID number on the claim was rejected as being invalid.

01:44:54 - 01:49:52 Well, that doesn't make sense. They made a copy of my card and I know that my insurance is valid.

01:50:74 - 01:57:53 Okay, I understand that, and this must be very frustrating for you. I'm sorry. So, I'm going to try to help you with this.

Flag Details: This panel shows call information and review flags. The call information includes:

- Agent(s): User TCNFin (user:prod.superadmin)
- Call Date: 1/30/2024
- Number Dialed: (555) 555-1234
- Caller ID: (800) 555-4321
- Call Length: 05:48.71
- Speech Time: 05:05.34
- Silence Time: 00:42.30
- Talkover Time: 00:00.00

The 'Review Flags' section shows:

- Needs Review: There are no flags for you to review.
- Payment Discussion: Start Review
- Review Completed: No completed reviews.
- Flags For This Recording: Consumer - Positive Expression, Insurance Mention, RPC - MM Given, Call Escalation Language, Insurance, Risk MM Given, Payment Discussion. Each flag has a 'View Flag' button.