

Bottom-line impact of effective WFM

The measurable outcome of the application of our well-established staffing expertise



Client

Government Regulated Program

Geographies

United States / Philippines

Challenge

Shortly after launching the engagement with the client, Everise sought opportunities to reduce the average cost per call (CPC).

Solution Implemented

Starting from a strong foundation of extensive experience, we implemented a campaign against schedule optimization and skilling.

Outcome

The benefits of these workforce improvement efforts were manifest almost immediately, in the form of a 5% reduction in average handle time, a 3% increase in adherence and a 2.5% drop in shrinkage.

Combined, these efficiency gains resulted in an astounding 10% drop in cost per call.

