

TeleTech

Leading provider of customer experience, engagement and growth solutions



The Organization

TeleTech is a leading global provider of customer experience, engagement and growth solutions. Founded in 1982, the Company helps its clients acquire, retain and grow profitable customer relationships. Using customer-centric strategy, together with the latest technology, processes and operations, TeleTech partners with business leadership across marketing, sales and customer care to design and deliver a simple, more human customer experience across every interaction channel. Servicing over 80 countries, TeleTech's 46,000 employees live by a set of customer focused values that guide relationships with clients, their customers, and each other.



Motivation for Change

Acting as an extension of their clients' brand to provide an exceptional customer experience is TeleTech's number one goal. A crucial part of ensuring that customers are satisfied is having an agent available to provide assistance. With tens of thousands of customer service agents spread out over the globe this is not a simple task. Working with their clients TeleTech anticipates market trends and changes in business that will drive requirements for the front line agents. TeleTech uses Aspect Workforce Management (WFM) to ensure that their agents are in the right places, at the right times, doing the right things for each customer. For example, many of TeleTech's clients

experience significant peak seasons where contact volumes can increase exponentially. Using Aspect® Workforce Management, TeleTech is able to prepare for volume spikes from a workforce perspective and communicate with the agents to ensure they are prepared.

As a long-time customer of Aspect, TeleTech is diligent about staying current on the latest version of Aspect Workforce Management in order to take advantage of the newest technology, features and enhancements available.

Why Aspect

One of the key reasons for TeleTech moving to Aspect WFM 8 was the user interface and mobile enhancements. A large number of TeleTech employees are Millennials, a generation accustomed to using technology on the go with high expectations of intuitive operation. With WFM 8, employees can access the solution from any mobile device, phone, or tablet, immediately see business needs and respond in real-time.

“Over the past 19 years, I’ve used Aspect as well as other Workforce vendors. If I were going into battle, I’d have to say that the weapon of choice would be Aspect. Most workforce tools do a lot of similar functions but when I look at the overall landscape, how it embraces technology, how it supports the front line agents as well as operations, I’ve always felt that Aspect differentiates from its competitors.”

– Ken Pearson, Vice President, Global Workforce Management at TeleTech.

The Results

Agents and supervisors have been thrilled with the sleek, integrated new user interface on Aspect WFM 8. The mobile enhancements have had a large impact on TeleTech’s at-home agents. With the new mobile features, TeleTech can send out communications (via text, email, etc.) for staffing needs to mobile devices when they need agents to login. Through mobile interactions with agents TeleTech is able to react much quicker to clients’ needs as agents can respond in real-time to staffing requests created by unexpected volume changes.



Mobile enhancements enable real-time responses to business needs

Aspect WFM helps TeleTech respond to ever changing needs within each client’s business by ensuring that agents are staffed appropriately and that there is enough time for supervisors to train and coach the agents throughout the day. In addition, TeleTech needs to account for clients’ use of omni-channel communications and more contact points in their workforce planning. The multi-skill and multi-chat features ensure they have the right number of agents engaging with customers on voice, chat, and social media.



Improved schedule adherence

Other enhancements to Aspect® Workforce Management 8 include improvements to schedule adherence, forecasting and intraday management. A highly engaged and empowered workforce helps TeleTech embrace their client's values through front line and back office support. In addition, reporting enhancements have made it possible for TeleTech to integrate with their clients' tools to provide data in real-time as well as send regular reports. This gives clients' visibility into events that might be impacting their business like severe weather.



Enhanced real-time data and reports

Ensuring agent reliability is a large part of TeleTech's workforce planning. With Aspect WFM, TeleTech can better track and predict agent reliability. Empowering agents to self-manage their schedule by selecting their shifts, requesting time off and reporting absences helps TeleTech meet the requirements of its clients. Self-managing their schedules results in happy agents, which equals happy customers.

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About Aspect

Aspect's fully-integrated solution unifies the three most important facets of modern consumer engagement strategy: customer interaction management, workforce optimization, and back-office. Through a full suite of cloud, hosted and hybrid deployment options, we help the world's most demanding contact centers and back offices seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit www.aspect.com.

