

# Verint Solutions in Action



## *ULTRA improves operational efficiency, boosts competitive edge and ensures compliance*

### **The Company**

Established in 1998, Stellar Call Centres Pty Ltd is an innovator and leader in Australia's customer contact management industry.

### **Operational Overview**

Stellar operates some of Australia's largest call centers, with nine locations nationwide and more than 2700 employees. Each center operates as a standalone business, providing outsourced customer contact management for clients across a variety of sectors from transport and energy to finance and telecommunications. Each operation delivers a broad range of services, from small tailored campaigns to full management of inbound and outbound interactions requiring 150+ seats.

### **Strategic Challenge**

Stellar sought a flexible, quality management solution that could be tailored to suit its internal needs while enhancing its already impressive service capabilities. The new system would play an integral role in capturing call data for quality and compliance, delivering additional business value to its clients and their customers.

### **The Solution**

ULTRA, Verint's Contact Center Actionable Intelligence Solution, installed by local systems integrator Veridian Solutions.

### **The Bottom Line**

ULTRA has helped Stellar enhance its offerings, its operations, and its already high level of performance.

### **Managing the Quality Monitoring Process**

As part of its customer care initiatives, the ongoing analysis of call handling in Stellar contact centers is essential to retain the highest standards of agent-customer interaction. Prior to the installation of ULTRA, Stellar relied on a third-party provider to record its calls. Seeking to deploy a more cost-effective quality-monitoring program that could also increase contact center productivity, the company standardized on ULTRA in-house.

Internal control of call recording has provided Stellar with management and efficiency improvements across the enterprise resulting in substantial cost savings for both the organization and its clients. Measuring processes and performance internally enables Stellar to provide regular training and evaluation to call center agents, allowing them to update and tailor recording patterns as necessary.

### **Enhanced Customer Service**

ULTRA helps Stellar determine how to best meet customer requirements. Since deploying the Verint ULTRA solution, Stellar has reported improved internal functionality with access to enhanced call logging capabilities combined with on-demand and selective recording resources. Process improvement and automation with the Verint solution have enabled Stellar to more efficiently manage contact center interactions, monitor verbal verifications for compliance and deliver a superior customer experience.

Before the company's ULTRA deployment, clients could access call logs for quality and compliance purposes, only by physically visiting the centres.



"ULTRA has increased the effectiveness of our quality management program, improved our operational efficiency and enhanced the value of our offerings. This translates into better service for our customers and a sharper competitive advantage for Stellar."

– Phil Kingham, Group Manager Technical Solutions, Stellar Call Centres



Today, Stellar clients can log on at any time and monitor a selection of calls and emails remotely, thereby optimizing valuable customer intelligence within the customer interactions. This capability is an important enhancement to the Stellar offering and enables it to work with its clients to help them achieve their objectives. Campaigns can be quickly amended in response to changing market conditions and client needs.

### Facilitating Compliance

Applying ULTRA technology also supports customer interaction recording needs in relation to compliance and verbal contract recording. ULTRA's cradle-to-grave recording of customer interactions allows call center agents to record all information and customer interactions, performing both quality monitoring and

compliance recording in one step. Adding this actionable intelligence solution enables Stellar to provide multi-functional services across all industry sectors, meeting the contractual and compliance requirements of clients.

### Enterprise-wide Quality Improvement

Using ULTRA, Stellar is developing a centralized quality management database focused on best business practices. Although each Stellar contact center operates independently, using ULTRA ensures a consistently high level of quality and compliance throughout the entire organization. The expansion of qualitative and quantitative service offerings gained through working with Verint has enabled Stellar to maximize its management interactions and enhanced its ability to tap into new markets and leverage new sources of revenue.

### Verint. Powering Actionable Intelligence.™

Verint Systems (NASDAQ: VRNT) is a leading global provider of analytic software-based solutions for communications interception, networked video, and business intelligence. Verint solutions transform voice, video, and text into *actionable intelligence* – timely, mission-critical insights for achieving strategic goals.

Verint's Contact Center Actionable Intelligence Solutions address critical aspects of business performance, from optimizing workforce quality to managing risk and compliance, with award-winning analytics for developing more effective and profitable customer strategies. Verint helps transform the contact center into a strategic business asset.

Headquartered in Melville, New York, Verint is powered by 1200 dedicated professionals in offices across the globe, a worldwide Customer Care network, and *Verint Value Plus* partnerships with leading solution providers and systems integrators.

Today, more than 1000 companies in over 50 countries use Verint's actionable intelligence solutions to increase customer loyalty, improve operational efficiency, enhance security, and fuel profitability.

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