



IMPROVING CONTACT CENTER OUTCOMES WITH CX PRIORITIZATION

These organizations work with ForeSee to prioritize improvements that increase issue resolution, agent performance, and more.



First call resolution **↑** to 92%

\$1000s saved per month

Time spent on manual QA **↓**

With ForeSee, Union Bank & Trust's director of customer experience replaced a time-consuming and costly quality assurance program across three of its contact center locations. The bank now relies on ForeSee's monthly agent-level scorecards, which significantly reduced the time spent by supervisors observing agent calls and provides "indisputable feedback direct from our customers' point of view and not our supervisors' interpretation of individual performance." By prioritizing improvements with ForeSee, Union increased first-call resolution from 85% to 92% in just a few months.

Watch the webinar at:
foresee.com/ubt



Average call time **↓** by 3 min

30-point **↑** in satisfaction

Ideal, one of UK's leading retailers, receives an average of 40,000 calls per month to its offshore contact center. With ForeSee, "we've virtually eradicated customer complaints," according to its customer service manager. Before ForeSee, agent performance was assessed by managers, with no customer input. With ForeSee, Ideal now ties its Voice of Customer strategy to drivers of satisfaction and sales. Ideal has since empowered agents with customer details entered via IVR, readjusted staffing levels, and improved how agents deliver upsell opportunities. There's also been a cultural change, with agents buying into satisfaction as a key metric.

Read the case study at:
foresee.com/ideal



Average 19% **↑** in satisfaction for three types of calls

With a direct-selling model and a goal to be "your best friend's energy company," Stream Energy selected ForeSee to improve its contact center experience. One early finding was surprising: Even if a call was resolved, satisfaction could be low if the agent and the customer "didn't connect." In response, Stream revamped agent training to include "empathy training," empowered agents to engage off-script, and revised its quality scorecard to include the drivers of satisfaction that really mattered to customers, e.g. "customer connection" and "clear and simple explanation." In less than one year, Stream saw double-digit percentage increases in satisfaction across three types of calls.

Read the case study at:
foresee.com/stream

Learn more about ForeSee for Contact Centers:

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