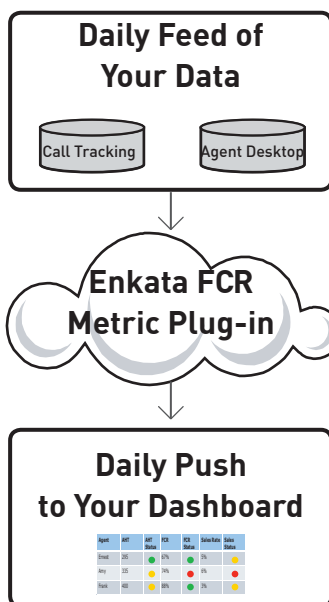


Cloud Computing Delivers FCR to Your Dashboards

You can't afford unnecessary repeat calls. They drive costs up. They degrade customer satisfaction, increase churn and reduce opportunities for service-driven sales. Yet, according to industry sources, up to 40 percent of incoming calls at the average center are repeats. And 70 percent of those are caused by your agents.

If you managed your agents to an individualized First Call Resolution (FCR) rate as aggressively as you do other metrics, you would see a huge reduction in repeat calls. But getting this data to agents has been difficult and imprecise. Until now.

Send Us A Few Data Elements, We'll Send You an FCR Metric



Our secure cloud computing environment receives daily data from your call tracking and agent desktop systems to deliver a proven FCR metric for every agent, every call reason. We deliver a CSV file with all the details you need to include the FCR metric on your existing performance dashboards. So you know who to coach to reduce unnecessary repeat calls.

Leverage Your Existing Investments to Stop Repeat Calls

Enkata's proven FCR algorithm is available as a plug-in that feeds data directly to your agent dashboards. Send us a few key data elements and the FCR Metric Plug-in delivers an accurate FCR metric for every agent on 100% of your calls. So you can coach the right agents on the right topics to increase FCR at the front lines.

Measure FCR Accurately with Our Sequence Detection Algorithm

Enkata's Sequence Detector, a feature of our Action Analytics platform, uses a patent-pending call-sequencing algorithm to determine whether each call that comes into your center is an initial call or belongs to a previous sequence, based on the call reason. This algorithm covers 100% of your calls and assigns responsibility to the agent who causes the repeat.

Take a Closer Look with Enkata's Analytics Dashboard

This service also includes an Enkata Analytics Dashboard to highlight performance outliers vs. peers and provide call level detail to identify the causes of repeat calls. Sequence Replay™ recreates the customer experience across time and across agents to review every point of contact, in chronological order, to see how customers have tried to resolve issues.

Enkata's FCR Metric Plug-in delivers everything you need to eliminate 15-20% of your repeat calls in months with minimal disruption to your organization.

Is Enkata Right for You?

Enkata solutions have helped Fortune 500 companies in the healthcare, finance, telecommunications, and insurance industries improve First Call Resolution. We can help you too. Give us a call at [650.227.6500](tel:650.227.6500), or email sales@enkata.com.

About Enkata

Enkata helps contact centers maximize the value of every customer interaction, deliver better service, control costs, and generate revenue. For customer operations transitioning into strategic profit centers, our performance management software leads the market. Enkata's unique on-demand delivery model allows for faster implementation and results. Our analytics-driven applications combine best practice metrics, personalized dashboards, "next action" direction and integrated workflow that improve the balanced achievement of sales, customer experience and cost objectives every minute, every day.