

SUCCESS STORY | ALLIANZ ANIMAL HEALTH

Allianz Animal Health lower attrition in their contact center by 15 percent



One of the UK's largest insurance companies, Allianz, has revamped the contact center at their pet insurance division by investing in Teleopti WFM. The contact center – which handles more than 1.1m calls a year and has over 100 agents – now delivers an even better service to customers and have increased employee satisfaction.

Allianz Animal Health were seeking a solution to further improve their service to customers. Increasing call forecasting accuracy was key, in order to balance workload over the right amount of staff, giving benefits to Service levels and lowering the pressure on staff. After thorough market research they decided to invest in a workforce management solution; Teleopti WFM. Following a smooth transition, a new contact center emerged with lowered attrition levels, more accurate forecasting and a more efficient workplace.

“Introducing Teleopti Workforce Management solution Teleopti WFM was a decision we made with the knowledge that the Lifestyle Scheduling would work to our advantage. This coupled with the time saved in scheduling and MI has allowed us to concentrate more on agent needs. Agent attrition rate has decreased by over 15%” says Guy Whittaker, Telephony Analyst at Animal Health.



Teleopti provides Workforce Management with a human touch; the fundamental idea being that by empowering the agents, i.e. letting the agents interact with the software by stating their preferences when it comes to shifts, time off and breaks, etc. The user interface is simple and easy to use for all staff. And by empowering the agents they have become more motivated and provide a better customer service.

“The morale in the contact center has improved and stress levels have been lowered. With Teleopti WFM the fairness has increased. Teleopti’s concept of “Lifestyle Scheduling” have worked well at Animal Health”, said Guy Whittaker. “But the major force behind our improvements is the forecasting which now is very accurate. This means that we use our resources more efficiently now. We have enough agents, enough skills when we need them, and we can avoid unnecessary overstaffing”.

Teleopti WFM was simple to install and the transition worked very smoothly.

“We feel that our customer service is now up-to-date with all the other services we provide and I can happily report that our business is continuing to go from strength to strength,” said Guy Whittaker.

“ Service and support works well and our opinions and experiences are valued in developing Teleopti WFM

“Teleopti WFM allows time for planning and forecasting and the “Lifestyle Scheduling” actually saves time for the agents and for management in the contact center”.

“In a sense the old system was almost too quick to learn, it had no real depth in technology, or function, nor any additional programmes. As a contrast, Teleopti’s solution is so powerful that we have a large range of new features to further enhance day to day work in the contact center, both now and for future needs. The added features of predicted scheduling and forecasting have been excellent and have really fitted our needs,” said Guy Whittaker. “Working with Teleopti is very streamlined. Service and support works well and our opinions and experiences are valued in developing Teleopti WFM.”



Teleopti, a top, global provider of workforce management software, offers a world-class WFM solution that is sophisticated, localized and easy to use. As the largest “best-of-breed” vendor, Teleopti focuses on helping contact centers, back offices and retail stores improve customer service, employee satisfaction and profitability – through optimized, automated forecasting and scheduling.

Founded in 1992, Swedish-established Teleopti has customers in over 75 countries, numerous offices around the world – from Beijing to São Paulo – and a comprehensive global network of partners. With a record of continuous net profitability for over 20 years and with high customer satisfaction ratings, Teleopti serves as a reliable partner. Find out more: www.teleopti.com