

State Collection Service Inc

Alvaria Motivate™ Case Study



Summary of Results

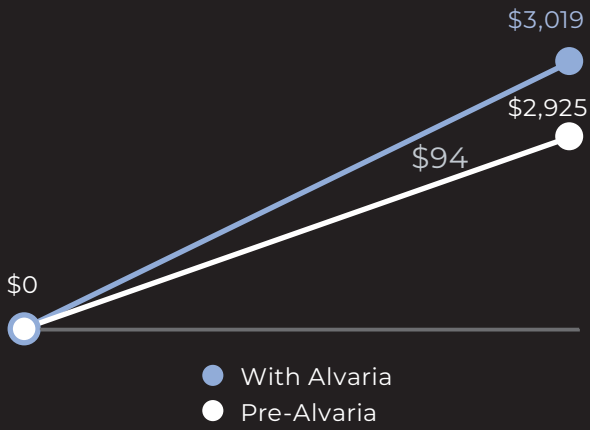
Agents, Supervisors, Business Managers and Executives were provided a transparent view of the production landscape. The Company Goals that were outlined by the organisation were clear and their progress was easily tracked. Healthy competition through transparency was evident in Contests and Duels which instantly improved productivity and efficiency. Rewarding agents with the Auction mechanism to redeem prizes for points ensured that the value of point achievement remained high. Integrated Coaching allowed Supervisors to immediately engage Agents specifically related to their progress toward the highly visible Company Goals. Internal resources at State Collection were highly engaged in the platform which played a vital role in the success of agent and supervisor engagement. In summary utilising Alvaria Motivate generated a significant increase in Immediate Pays for State Collection.

State Collection Service - Pilot Analysis

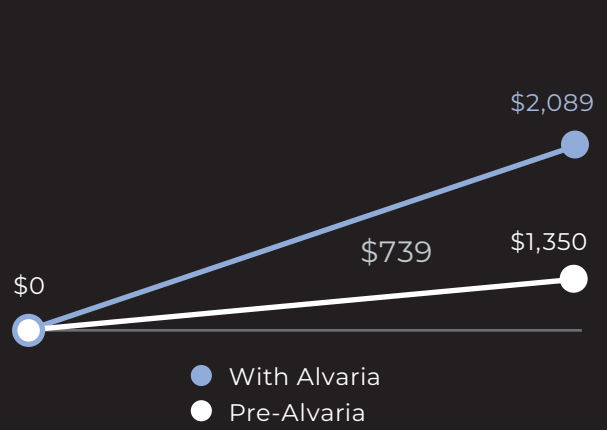
The pilot data for State Collection Service's use of Alvaria Motivate speaks for itself...



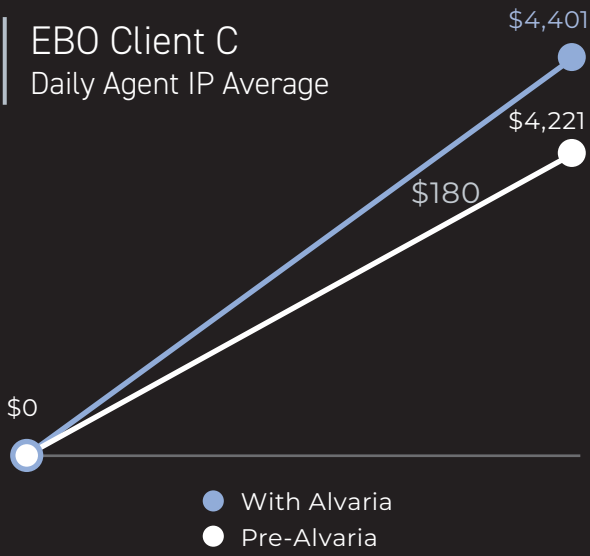
EBO Client A
Daily Agent IP Average



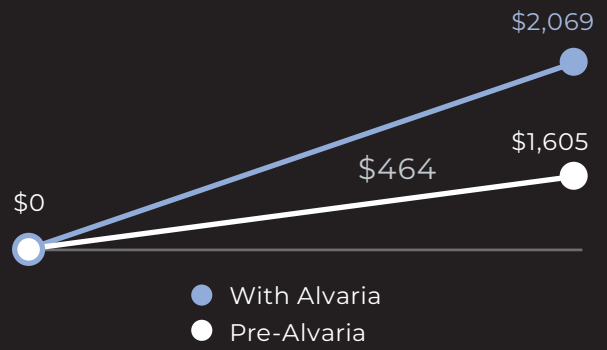
EBO Client B
Daily Agent IP Average



EBO Client C
Daily Agent IP Average



3rd Party
Daily Agent IP Average



Analysis Detail

Campaign	Pre-Alvaria Results	Goal with Alvaria	Goal with Alvaria
	Daily Agent IP Avg.	Daily Agent IP Avg.	Gain in Daily IP Avg.
Client A	\$2,925.00	\$3,120.00	\$195.00
Client B	\$1,350.00	\$1,575.00	\$225.00
Client C	\$4,221.00	\$4,374.00	\$153.00
3rd Party	\$1,605.00	\$1,710.00	\$105.00

Analysis Results

Gain in Daily IP Avg.	Daily Agent IP Avg.	Days Worked	Total Daily Agent Avg. Increase
\$94.00	\$3,019.00	200	\$18,800.00
\$739.00	\$2,089.00	92	\$67,988.00
\$180.00	\$4,401.00	378	\$68,040.00
\$464.00	\$2,069.00	1,078	\$500,192.00
Total Combined Gain on Agent Historical IP			\$655,020.00

Achievements

Average Agent Level Achieved	
Client A	3.27
Client B	3.75
Client C	3.05
3rd Party	3.31

Badges Earned by Campaign	
Client A	21
Client B	53
Client C	37
3rd Party	83

Coaching Analysis

Campaign	Arrangements	Average Payment	Calls	Immediate Pay	Other	Quality & Compliance	RPCs	Recognition	Total Collected
3rd Party	7.69%	10.77%	6.92%	20.77%	19.23%	10.00%	1.54%	11.54%	11.54%
Client C	2.50%	5.00%	37.50%	5.00%	40.00%	2.50%	2.50%	2.50%	2.50%
Client B	None	None	None	None	None	None	None	None	None
Client A	None	None	None	None	None	None	None	None	None

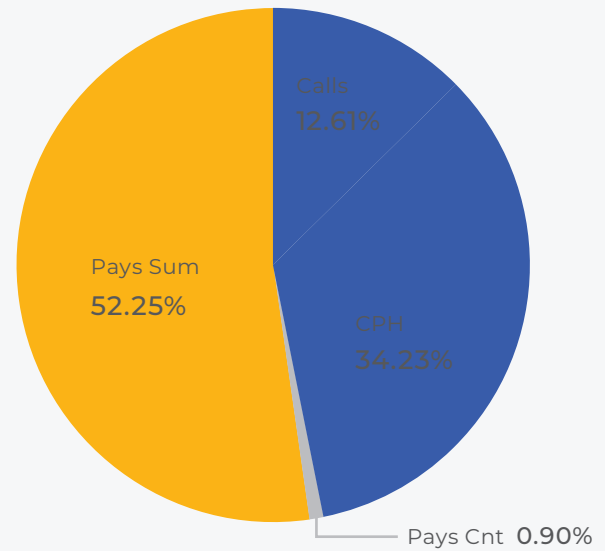
Contest

Sector	Type	Total
EBO		
Pays Sum	Agent vs. Agent	22 (100%)
3rd Party		
Pays Sum	Agent vs. Agent	6 (100%)

Duels - Client A

Client A	Number of Times Used	% of Total Duels
Calls	14	12.61%
CPH	38	34.23%
Pays Cnt	1	0.90%
Pays Sum	58	52.25%
Total Combined Gain on Agent Historical IP	111	

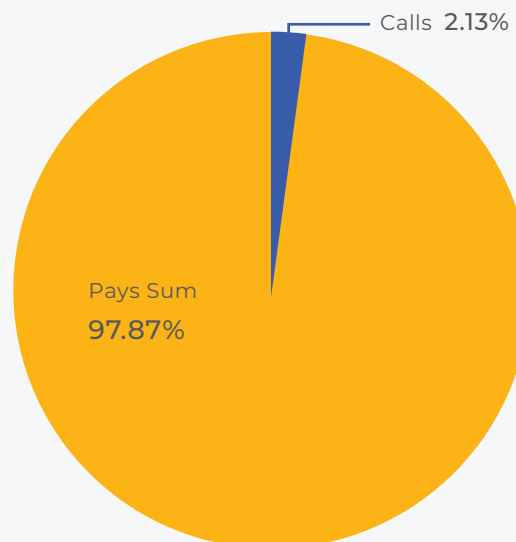
% of Total Duels



Duels - Client B

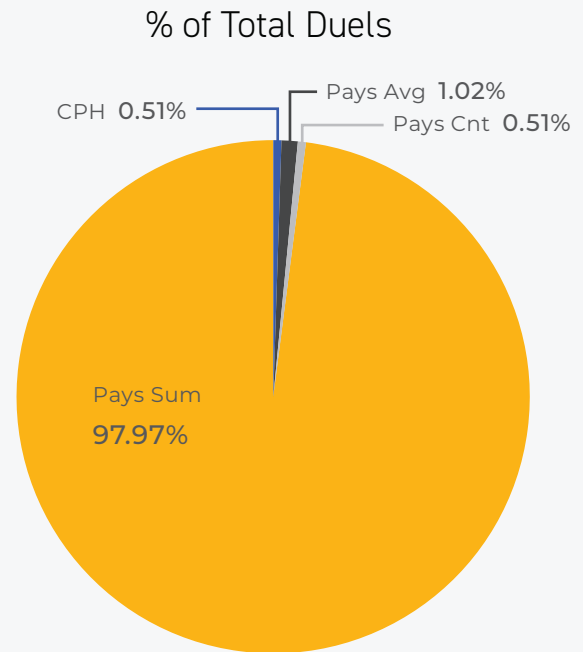
Client B	Number of Times Used	% of Total Duels
Calls	1	2.13%
Pays Sum	46	97.87%
Total Duels	47	

% of Total Duels



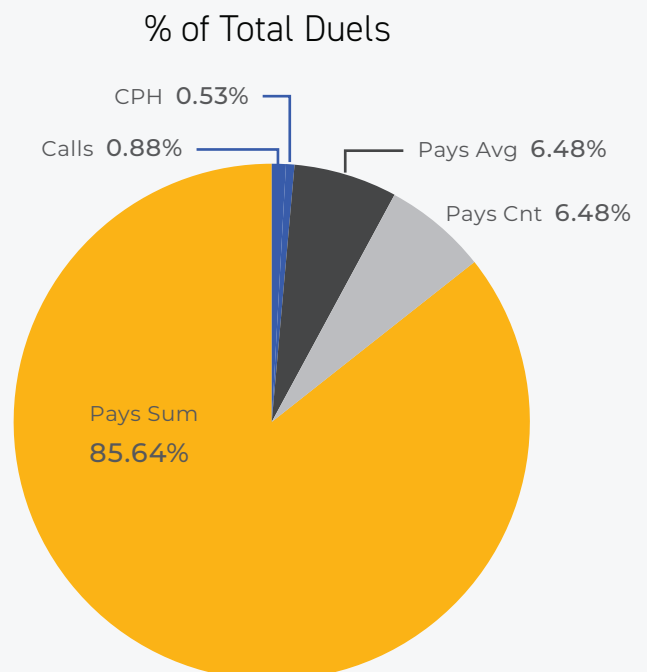
Duels - Client C

Client C	Number of Times Used	% of Total Duels
CPH	1	0.51%
Pays Avg	2	1.02%
Pays Cnt	1	0.51%
Pays Sum	193	97.97%
Total Duels	197	



Duels - 3rd Party

3rd Party	Number of Times Used	% of Total Duels
Calls	5	0.88%
CPH	3	0.53%
Pays Avg	37	6.48%
Pays Cnt	37	6.48%
Pays Sum	489	85.64%
Total Duels	197	



Top 3 Agents - Duel Stats by Campaign

Client A			
Total Duels		Most Wins	
Agent JD	26	Agent JD	22
Agent OV	26	Agent OV	17
Agent SH	26	Agent SH	13

Client B			
Total Duels		Most Wins	
Agent EJ	25	Agent EJ	17
Agent LT	23	Agent LT	14
Agent MJ	22	Agent MJ	10

Client C			
Total Duels		Most Wins	
Agent CS	27	Agent CS	16
Agent DH	27	Agent DH	16
Agent DS	27	Agent DS	16

3rd Party			
Total Duels		Most Wins	
Agent MK	30	Agent MK	21
Agent AB	29	Agent AB	21
Agent TJ	28	Agent TJ	20

Opportunities

- Using coaching platform on Client A and Client B will increase agent engagement and productivity, during the Pilot there were “0” coaching events on those two campaigns.
- Successfully ran auctions on each campaign during the Pilot. To further engage agents to achieve spendable points for redemption we would recommend utilising the Raffle or Egiftcard store to further promote that behaviour.
- Expand Contest diversity and volume: Specifically run Team versus Team and User Defined Group versus User Defined Group. Incorporate Most Improved contests to target middle 60% of call centre floor.
- Consider leveraging Duel Wagering, which has been released to State. This will promote additional motivational value from the competition game mechanic.

- Incorporate other sectors/locations into the game. Great opportunity to utilise Team Contests to galvanise belonging and togetherness.
- Review how goals are trending to ensure agents and supervisors remain challenged.
- If goals are being met consistently on some campaigns or the current goal isn't being utilised we should look at bringing in new goals that matter more to the executive team.
- Change the way the immediate pay goal is currently calculated into a more intelligent goal that accumulates by hour worked as opposed to total day goals. This could lead to less apathy at the agent level that may work less than a full eight-hour shift but still are expected to hit a full day's worth of the goal. As currently designed, agents who work less than an 8-hour shift have a greater chance to miss out on levelling.
- Add new leaderboards that focus on different metrics would keep the leaderboard fresh and exciting going forward.
- Utilise Noble TV Leaderboard to add additional motivation via peer recognition. Connect to API for less human interaction and more real time data points.

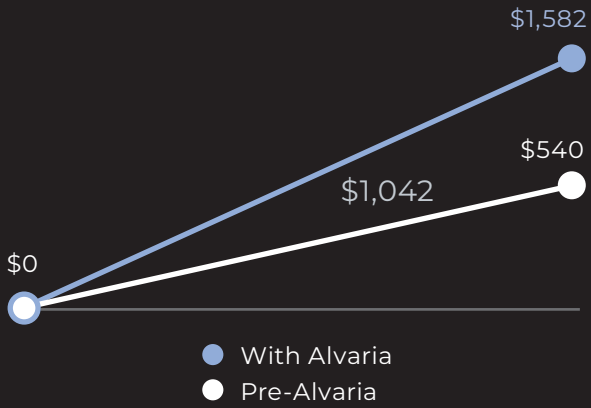
Additional Observations: Client C

- The average days worked increased 45% from the first four weeks of the pilot compared to the last two.
- State could consider adding a "failsafe" when an agent enters a large number that validates their entry to make sure they meant to enter it that way. There were a few occasions where an agent had an extra "0" on Immediate Pays.

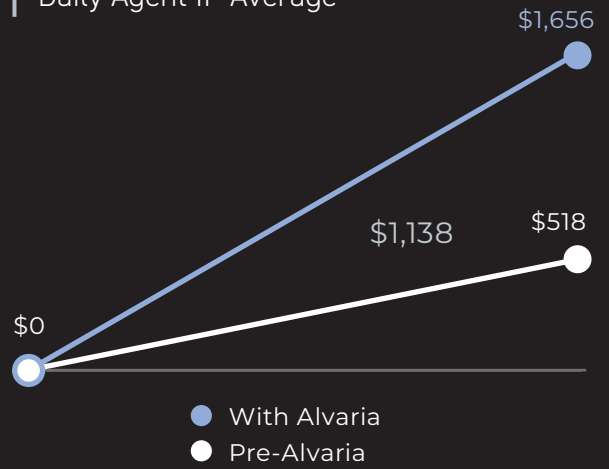
And the results *of the complete study were even better...*

Complete Analysis

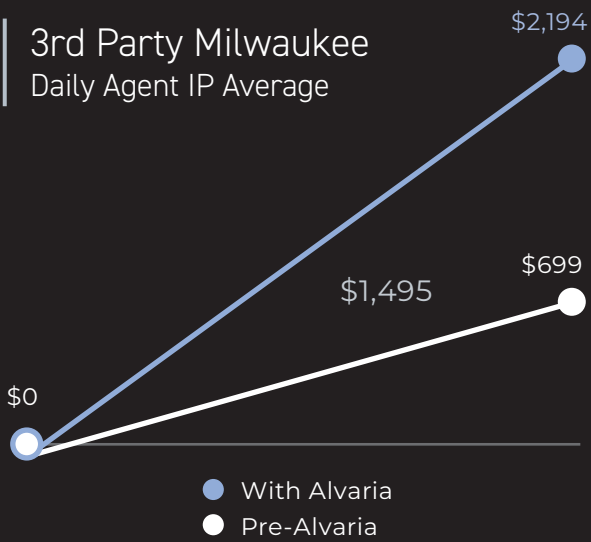
3rd Party Chicago
Daily Agent IP Average



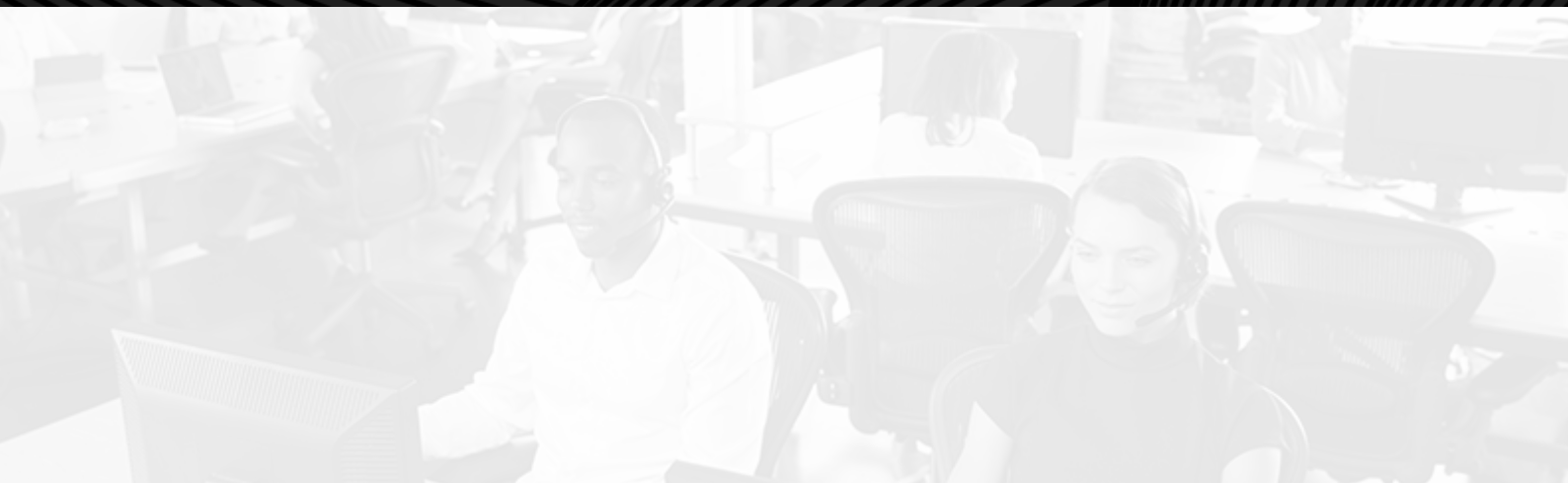
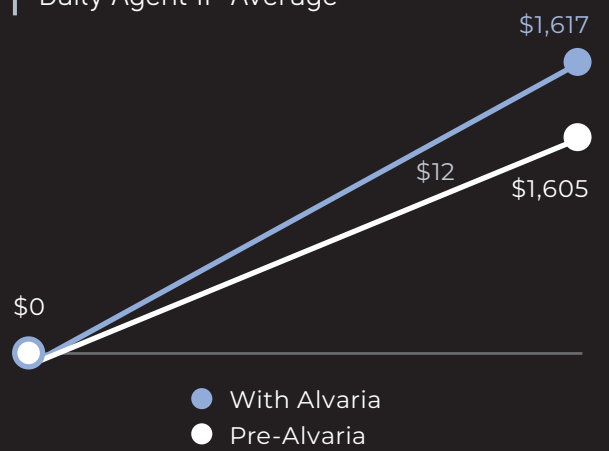
3rd Party Madison
Daily Agent IP Average



3rd Party Milwaukee
Daily Agent IP Average

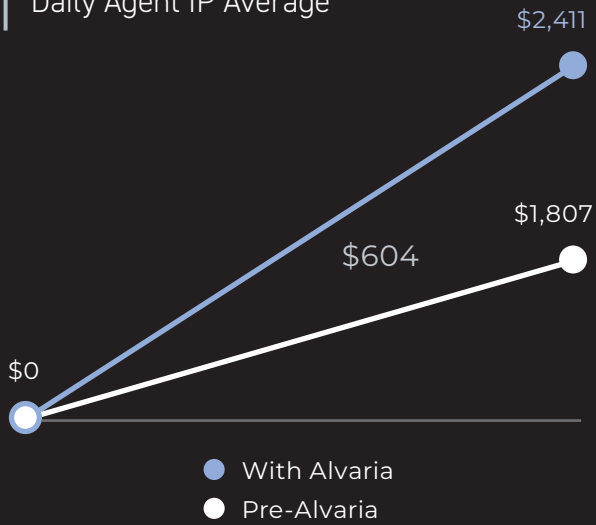


3rd Party Beloit
Daily Agent IP Average

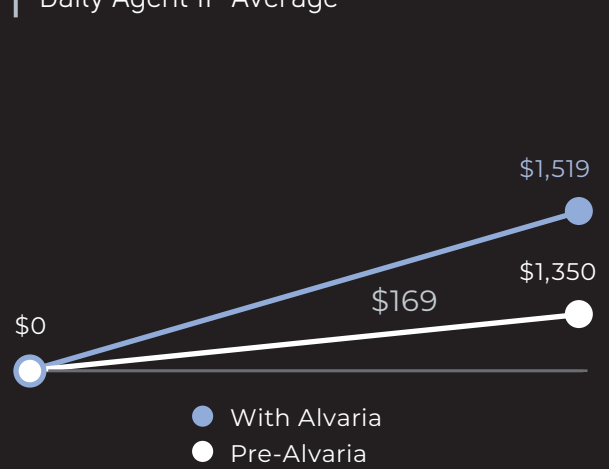


Complete Analysis (continued)

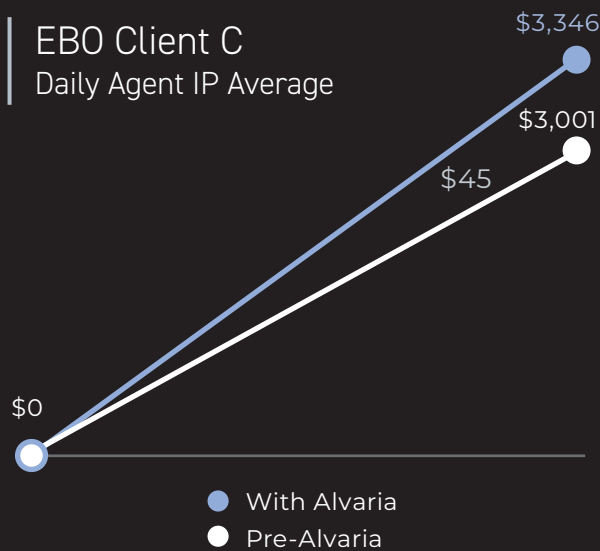
EBO Client A
Daily Agent IP Average



EBO Client B
Daily Agent IP Average



EBO Client C
Daily Agent IP Average



About Alvaria™

Alvaria helps organisations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™. For more information, visit www.alvaria.com. Follow Alvaria on Twitter at [@Alvaria_Inc](https://twitter.com/Alvaria_Inc). #ReshapingCX

