ALVARIA®

Alvaria Real Time Optimizer™

Designed to integrate seamlessly with Alvaria Workforce™, our Real Time Optimizer allows contact centers to process high-volume data in real-time to intelligently determine — and direct — each agent's activity to maximize productivity and engagement and produce immediate results.

Streamline Communications

Automatically monitor agent idle time and deliver training, coaching, work updates, surprise breaks, birthday or work-anniversary wishes, or other tasks or personalized messages when service levels can accommodate. Schedules are updated automatically.

Simplify Staffing

Using real-time staffing data, Alvaria Real Time Optimizer monitors call volume and schedule data to ensure appropriate staffing, notifies supervisors when an agent is late for their shift, offers voluntary time off and overtime and reacts to customer-agent volume fluctuations — matching agent supply with customer demands. Schedules are updated automatically.

Automate Schedule Adherence

Use real-time automation to prompt agents into their designated breaks or end-of-day shift before a potential long call creates adherence issues. Schedules are updated automatically.

Improve Call Handling

Prompt agents with a helping hand or reminder to return to work when they go beyond pre-determined thresholds for after-call-work or caller hold time. Schedules are updated automatically.

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PROVEN VALUE AND FINANCIAL IMPACT

LARGE US HEALTH INSURER:

4% Agent Cost Reduction = over $4.5 million in annual savings

1.5% productivity gain through dynamic training delivery; improved overall AHT by 2 seconds

US F500 HEALTHCARE INSURER:

3.6% Agent Cost Reduction = $17 million in annual savings

3.5% reduction in shrinkage; 6 second reduction in AHT

UK ENERGY SUPPLIER:

4% Agent Cost Reduction = $4 million in annual savings

164,000 agent hours saved through automated delivery of off-phone tasks + automated adherence actions

F50 FINANCIAL SERVICES:

2% Agent Cost Reduction = $5 million in annual savings

46% reduction in training completion time; 35% workforce management productivity gain

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