

Alvaria Real Time Optimizer™ Pilot Program

Start the discussion today to find out if the program is right for your organisation

What is Alvaria Real Time Optimizer?

Designed to integrate seamlessly with Alvaria Workforce™, Alvaria Real Time Optimizer allows contact centres to process high-volume data in real-time to intelligently determine—and direct—each agent's activity to maximise productivity and engagement, producing immediate results. The solution allows your agents to become more efficient and skilled while your contact centre sees proven value and financial savings—all with access to a skilled success manager along the way.

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- Pilot cost: \$50,000
 - License fee: \$25,000
 - Standard implementation: \$25,000 (will be applied to full deployment implementation)
 - 60-day pilot period from launch
 - 250 users
 - Two use cases
 - Assigned success manager
 - Limit of two lines of business

Use Cases

The Alvaria Real Time Optimizer Pilot Program is designed for your contact centre to experience the true value with two use cases.

1. Dynamic Delivery*

Automatically deliver and administer development tasks or other communications in real-time when service levels can accommodate.

2. Handle Time*

Monitor agent state and send alerts when pre-set thresholds for hold-time or off-phone activity are exceeded.

3. Adherence and Staffing

Keep labour costs in check and ensure rapid staff adjustments to meet demands through intraday staffing adjustments and attendance monitoring.

** Recommended use cases for your Alvaria Real Time Optimizer Pilot Program*

ALVARIA REAL TIME OPTIMIZER™ PILOT PROGRAM SUCCESS STORIES

TELECOMMUNICATIONS	FINANCIAL SERVICES
<p>Use Cases Deployed:</p> <ul style="list-style-type: none"> • Dynamic Delivery • Handle Time 	<p>Use Cases Deployed:</p> <ul style="list-style-type: none"> • Dynamic Delivery • Adherence and Staffing • Handle Time
<p>Results:</p> <ul style="list-style-type: none"> • Five second improvement/reduction in hold-time • 2,212 hours removed from planned shrinkage <ul style="list-style-type: none"> - 2.83 hours/agent/month • 8,914 assignments completed <ul style="list-style-type: none"> - 29 assignments/agent 	<p>Results:</p> <ul style="list-style-type: none"> • 16 second improvement/reduction in talk time • Three second improvement/reduction in ACW

Contact your Alvaria account executive or client relationship manager to determine if the program is right for your organisation and to learn more about the program, pricing and requirements.

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™.

