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Alvaria Real Time Optimizer™ Pilot Program
Start the discussion today to find out if the program is right for your organization

What is Alvaria Real Time Optimizer?

Designed to integrate seamlessly with Alvaria Workforce™, Alvaria 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, producing immediate results. The solution allows your agents to become more efficient and skilled while your contact center sees proven value and financial savings—all with access to a skilled success manager along the way.

- 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 center 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 labor 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

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ALVARIA REAL TIME OPTIMIZER™ PILOT PROGRAM SUCCESS STORIES

TELECOMMUNICATIONS	FINANCIAL SERVICES
Use Cases Deployed: • Dynamic Delivery • Handle Time	**Use Cases Deployed:** • Dynamic Delivery • Adherence and Staffing • Handle Time

Results:
 	
• Five second improvement/reduction in hold-time
• 2,212 hours removed from planned shrinkage
  - 2.83 hours/agent/month
• 8,914 assignments completed
  - 29 assignments/agent
	Results:
	
	• 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 organization and to learn more about the program, pricing and requirements.

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