



# Success Story

## National Health Care Provider-Multibillion Dollar

Like many established call centers throughout North America, this call center had acquired a variety of disparate software applications with performance data that was stored and siloed in their Avaya ACD to their eTalk quality monitoring tools. The call center had amassed data that could be used for objectively measuring the performance of their agents, but there were several challenges:

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*Actionable Information, not just reports*

- The call center had no way to aggregate the performance data from all of their 3rd party applications.
- There was a need automate and objectively assess the overall performance of agents throughout the department.
- With manual processes in place they were not able to tie performance to agent compensation.
- Agents and supervisors argued over the inability to provide objective measurements of both agent quality and productivity.
- No tool existed that could consolidate accumulated performance data into an easy to read graphical representation that agents could view (anonymously) to compare their performance against that of their peers, and other teams and departments.
- How could they use the siloed data from all of their 3rd party applications to interface with the companies Performance Appraisal form as well as Competencies and Individual Development Action Plans (IDAP) while also incorporating performance metrics.

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This Blue's plan deployed Clear Potential because it could accomplish all of their requirements. In fact, the call center customized the Clear Potential application to align with existing company processes within 60 days. And, within the first 45 days of deployment they were experiencing the following successes:

- 15% increase in Schedule Adherence
- 10% increase in Availability
- Decreased employee attrition
- Decreased hiring and training costs