

Inbound and Outbound Collections improvement for a call center in Manila for one of the large US Financial Services Player

The challenges faced were in the areas of Agent Quality Score, Collections Per Hour, Kept Percentage and Promise to Pay Percentage

The impact seen by the usage of the worxogo's product was in the following areas

- There was an increase in overall collections by 5%
- 8% of the total population of agents became super achievers
- There was an increase of 15% in the quality scores in just 2 months
- Pause % was drastically reduced and 25% of the agents became better at this metric