



# Trust Orchestrator™

## AN ITSM CONTACT CENTRE CASE STUDY

A multi-national outsourcing (BPO) company deployed a Trust Orchestrator's Agent Navigator to help agents effectively resolve ITSM queries from multiple accounts within SLA measures.



## The Business Case Drivers for Adoption

To deliver increased value at lower cost, the BPO faces a number of key challenges, including:

- + The increasing demand on individual agents to handle more complex, varied calls.
- + The inconsistency of staff decision and actions, even when offered clear policy and procedural guidelines.
- + The length of time and total cost invested in getting a new agent productive.
- + The high rate of churn as a result of staff not being able to cope with the demands placed on them.
- + The lack of workforce flexibility as a result of specialised teams.
- + Increasingly complex and onerous legislative and SLA requirements.

As part of the broader strategic vision, CLEVVA was identified as a way for the company to resolve a number of these challenges cost effectively, and in a sustainable way.

# The Solution

The Agent Navigator was deployed as a pop-up widget next to the agent's Service Now screen. The Agent Navigator guided the agent in real time through every ITSM call, ensuring they accurately diagnosed the root cause, identified the right solution and performed the correct next action.



# The Results

After 4 weeks of tracking FCR, Buck Count, and QA, the following results were confirmed:

Account		Client A	Client B	Client C	Client D
Total Calls (in scope)		151	62	57	1393
FCR	Baseline	46%	58%	86%	77%
	Trust Orchestrator	98%	90%	88%	83%
	Result	113% better	55% better	2% better	8% better
Buck Count	Baseline	0.13	0.83	0.28	0.04
	Trust Orchestrator	0.07	0.12	0.27	0.02
	Result	86% better	592% better	4% better	100% better
QA	Baseline	88.32%	91.16%	90.02%	96.00%
	Trust Orchestrator	99.15%	96.42%	90.96%	96.49%
	Result	12% better	6% better	1% better	1% better

In addition to the clear impact that Trust Orchestrator demonstrated on the above measures, the solution also demonstrated its ability to:



**IMPROVE**  
CALL REPORTING &  
ANALYTICS



**REDUCE**  
AGENT TRAINING AND  
SUPPORT



**IMPROVE**  
WORKFORCE  
FLEXIBILITY



**IMPROVE**  
IP RETENTION



**REDUCE**  
AGENT STRESS AND  
TURNOVER