



Davies Consulting

Supporting Transition to a New Regulatory Statement

Using analytics to measure script compliance

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For any business in a regulated industry, the risks of non-compliance are well-known. However, many organisations also know that the way to monitor those risks in the contact centre is worryingly unsystematic, including relying on ad hoc call listening to check whether scripts are being adhered to and essential information given.

This approach is also time-consuming for supervisors, who have to review recordings or listen live, whereas Davies' interaction analytics are able to offer a more robust, less labour-intensive alternative, allowing you to meet compliance and support any upcoming changes.

The Situation

Our client had updated its agent scripts to incorporate some important regulatory changes and it had to ensure compliance with the revised wording. It had a month to transition to the new wording and asked Davies to analyse agent compliance over the introductory period.

Our Approach

We used analytics to ensure the organisation successfully and quickly embedded the changes. We were able to provide clear evidence of the phased adoption of the new wording and allowed the client to identify precisely which teams needed additional training and reinforcement of key messages.

Return on Investment

Throughout the period between day 13 and 31, compliance was reported at the agent level and supervisors coached the agents who were not hitting 100%. By the end of the month 100% compliance had been achieved with the new statement, making it the fastest migration to a new regulatory script with non-compliance being reported in near real-time

Fastest migration to a
new regulatory script

Get in touch

For more details of our analytics services or to discuss how we can help you generate richer insight from your customer interactions, contact:

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