

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.

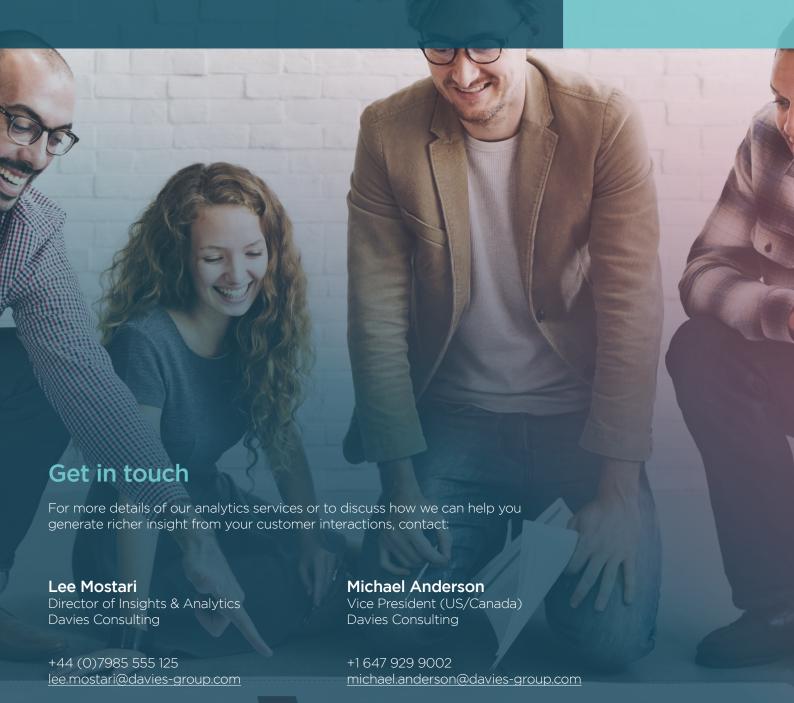
## **Our Approach**

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



## Davies

**Davies Limited** 

Registered Company No. 06479822 Registered in England and Wales

Registered Office:

7th Floor, 1 Minster Court, Mincing Lane, London, EC3R 7AA

Copyright © (2020). All rights reserved.

The Davies logo is a registered trademark and is used under licence.

davies-group.com/consulting

DISCLAIMER: This document is intended for general informational purposes only, does not take into account the reader's specific circumstances and is not a substitute for professional advice. Readers are responsible for obtaining such advice from licensed professionals. The information included in this document has been obtained from sources we believe to be reliable and accurate at the time of issue. The issuer disclaims, to the fullest extent permitted by applicable law, any and all liability for the accuracy and completeness of the information in this document and any acts or omissions made based on such information. No part of this document may be reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical photocopying, microfilming, recording, scanning or otherwise for commercial purposes without the written permission of the copyright holder.

4/16

5/16

6/16

3115

8116