

TEMPOE Case Study

TEMPOE Credits Five9 for Improved Customer Experience and Agent Productivity



TEMPOE was dissatisfied that their legacy contact center solution didn't integrate well with their internal systems, so they moved to Five9 to improve customer experience and agent productivity.

TEMPOE

Company Profile

TEMPOE is a leading provider of no-credit required consumer leasing. They help retailers give consumers financial options that would be otherwise unattainable.

Industry

Financial Services

Website

www.tempoe.com

Challenges

- Lack of integration with TEMPOE's internal system created issues with agent productivity and call handling
- Existing proprietary system required 24 hours before changes could be implemented
- Systems unable to handle intelligent dialing
- Calls weren't being routed to proper agents

Five9 Solutions

- Five9 Virtual Contact Center – 310 agents in nine contact centers
- Five9 Premium Support with Technical Account Manager
- Five9 IVR and a complex IVR integration with TEMPOE's systems
- NICE Workforce Management

Company Background

Founded in 2009 in Manchester, New Hampshire, TEMPOE provides no credit required consumer leasing to help customers put retail success within reach for their consumers. It provides several, flexible payment options and serves various industries such as, furniture, home electronics, appliance, jewelry and automotive. The responsibility of TEMPOE's contact center representatives is not only to guide employees at retail stores, but also to assist shoppers, so the need for a robust and seamless customer service solution is paramount to their success. TEMPOE hit an impressive milestone in November 2016 when it reached one million leases.

Challenged by Inadequate Integrations

In 2014, TEMPOE was using three separate systems with their contact center, which included a homegrown CRM solution, a debt collections software called Lattitude, and a dialing solution called Noble. Matthew Dvorak, the Director of Workforce Management at TEMPOE, worked to integrate these solutions with their legacy contact center solution but immediately upon integration, began experiencing issues with agent productivity and call handling.

It became increasingly imperative that TEMPOE find a new contact center solution, not only for its outbound dialing challenge, but also to address the agent productivity, call handling and IVR complications they faced.

"After considering multiple solutions, we chose Five9 because we felt the product was better, we enjoyed the experience working with the Five9 team and we liked the monthly purchasing option," explained Dvorak. "But what really sold us on Five9 was the support it offers. At the time, I didn't know much about contact center software. I knew I was going to be building IVRs and configuring campaigns, so by being able to reach out to the Five9 team on the fly and receive an immediate response was extremely helpful."

Improving TEMPOE's Customer Experience

An improved experience for TEMPOE's customers is one of the key benefits Five9 provides. Today, customers expect to reach service agents right away on their preferred channels, and they expect agents to know their history, anticipate their needs and provide personalized service.

"When the process to offer service is more efficient and less cumbersome, agents can place more focus on the customers they are speaking with," said Dvorak. In addition, the increased integration Five9 provided made customer information readily available to agents at the beginning of the call which greatly improved the overall customer experience.

Benefits

- Improved customer experience – the self-service experience in the IVR was streamlined and expanded – the routing was optimized with additional layers added to speed up phone answer times.
- Increased agent productivity resulting from integration with in-house proprietary data system and payment systems
- Expanded self-service options in IVR decreased the need for assisted service resulting in fewer agent hires to meet demand.
- Easier, less time-consuming call handling for agents



Increasing Agent Productivity

A priority for TEMPOE was to boost agent productivity by addressing call handling issues that existed as a result of system integration malfunctions. Five9's easy-to-use interface integrated with TEMPOE's CRM solution and now enables agents to pull up customer accounts immediately. This not only increases agent productivity, but also positively affects the service they provide since customers do not need to repeat personal information, or give detail into what the issue was when they last reached out. Additionally, Five9's intelligent dialing system makes agents' jobs much easier.

"We've been really impressed with the robust IVR system from Five9 that ensures calls are properly routed," said Dvorak. "Specific customer service questions or issues are best suited for individual agents and/or teams, so with Five9's IVR, we are able to staff more efficiently and, ultimately, save on costs."

Next Steps

In the coming months, TEMPOE plans to provide omnichannel options. "We know that many of our customers have smartphones and want to be able to reach us not only by phone, but by text messaging, email, and social media. We need to be able to manage all these channels from a single platform, and we chose Five9 because they can help us make that happen. Omnichannel is a big growth area for us and I know Five9 can help get us there," said Dvorak.

"I recommend Five9 for its first-class technology and because they go above and beyond to make sure customers are taken care of. The dedication and support they have provided is remarkable, especially given how fast we are growing." Matthew Dvorak, Director of Workforce Management, TEMPOE.

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About Five9

Five9 is the leading provider of cloud contact center solutions, bringing the power of the cloud to more than 2,000 customers worldwide and facilitating more than three billion customer interactions annually.

Five9's solution helps contact centers create exceptional customer experiences, increases productivity and boost revenue.

