

SUCCESS STORY | CONTE

ConTe offers a most affordable price, thanks to call centre optimisation



Italian ConTe provides affordable auto-insurance coverage and prides itself on excellent customer service – by using the Teleopti workforce management solution, Teleopti WFM.

ConTe, part of the UK's Admiral auto-insurance group, provides affordable insurance and premium customer service. Some 300 in-house, trained specialists are ready to give expert advice and support to its clients. The rapid growth of ConTe has made consistently giving its best more challenging, as often is the case with expanding enterprises.

Expansion brings excellence challenge

"Attention to quality and process efficiency is no accident," says Tommaso Gamaleri, Deputy Director of ConTe. "You must always be on the lookout for areas

of improvement." This year, ConTe took the decision to invest in IT technology in order to optimise its call centre customer service operation.

The previous way of planning and scheduling, based on Excel files, was in need of revamping. File corruption, the lack of change traceability and accurate reporting, as well as the inability to define activity details per time slot caused much frustration. In short, processes were labour-intensive and time-consuming.

Partners Spindox and Teleopti were brought in to find a solution to the headache of scheduling staff to handle calls – a difficult task as often the workload was uneven with peaks.

Spindox quickly identified areas in need of improvement:

- Minimise planning time
- Forecast the workload accurately to handle call peaks
- Plan, track and manage absences and holiday coverage
- Increase productivity
- Track and monitor all activities
- Report workload and scheduling adherence
- Ensure a constant service level
- Stay within legal and contractual constraints

Easy to configure, easy to use

What made Spindox select Teleopti WFM? It was due to the capabilities and advanced features that give numerous benefits:

- Accuracy and objectivity in work-shift planning and monitoring
- Ability to easily integrate with current enterprise systems
- Availability of historical and real-time analytical tools
- User-friendliness for various user levels
- Security in change and data tracking
- Adaptability to business needs
- Scalability to business growth

“System set-up was done together with Teleopti Professional Services,” explains Flavio Cominardi, project manager at Spindox. “Configuration was easy, thanks to the solution’s flexibility. The standard features also nearly fit all of the company’s requirements. Best of all, the staff found the complex and powerful solution easy to use, with only a few days of training needed.”

“The solution is highly reliable. Approval processes now also occur rapidly, attendance checks can be done at a glance and reports give a comprehensive overview of all holidays and absences.”

“Support offered from Spindox and Teleopti during the integration work of the call centre solution was impressive,” says Gamaleri from ConTe. He particularly appreciated the level of proactivity exhibited in seeking solutions to fit the internal needs of ConTe. Soon the solution will also be integrated with “Inaz,” the HR system in use. This will enable the correct agent work time and absence information to be exported from Teleopti WFM.

Better planning – by 15 per cent

ConTe is highly satisfied with the boost in efficiency that the Teleopti WFM solution has brought to the call centre. Staff satisfaction is up, as are bottom-line improvements. The biggest notable change however is in planning, which improved by 15 per cent, thanks to the level of detail now available. Previously untraceable activities can now be planned with much greater accuracy. Other key differentiators enhancing the call centre’s performance include the ability to check adherence in real-time, track changes and data, and manage shift changes and leave permits.

Valerio Reggioli, planner at ConTe, is delighted how easy it is to re-construct the past and future status of each agent. "The scheduling options are precise and adaptable to internal needs," he says. "The forecasting tool is detailed and accurate - invaluable for planning. Intra-day monitoring and reporting are also now much more efficient."

In the words of a team leader in the call centre: "The solution is highly reliable. Approval processes now also occur rapidly, attendance checks can be done at a glance and reports give a comprehensive overview of all holidays and absences."

"This system is much better than the one used before," claims a call-centre agent. "It's so much easier to see all the shifts. Each task is associated with a colour, which allows us to better see all team activities. Also, the process for vacation requests is quick and smooth."

Value for money and increased ROI

Thanks to the technology investments that optimised the customer service operation, ConTe is able to continue offering a most affordable price on the market. Analysing data has not yet been completed to determine the exact value for money and return on investment (ROI). However, ConTe is confident that Teleopti WFM will continue to add substantial value and ROI to its business.



About ConTe and Admiral Group

Established in Italy in 2008, Rome-based ConTe offers car insurance savings and quality service. ConTe is part of the Admiral Group, founded in 1993 and one of the UK's largest auto-insurance providers - with 13 brands, 3.6 million insured vehicles and over 6,500 members of staff in seven countries: UK, Canada, Spain, Italy, France, US and India. www.conte.it



About Spindox

Since 2007, Spindox provides consultancy services in system integration, software planning and development, interaction design and network engineering within telecommunications, automotive, financial and publishing industries. With a turnover of 16 million Euros in 2012 and 245 employees, Spindox has offices in Milan, Rome, Turin, Ivrea, Padova and Maranello. Operations started up in 2012 in Romania, with an office in Bucharest. www.spindox.it



About Teleopti

Teleopti, a Calabrio company, helps organizations empower their employees to provide outstanding customer service through our cloud-first workforce management (WFM) software. We are a global team of innovators and experts focusing 100% on WFM, enabling companies with user-friendly automation and optimization of omnichannel forecasting, scheduling, and people management. Teleopti WFM supports companies' profitability by elevating operational efficiency, employee engagement, and customer experience. Since the start in 1992 we have grown our customer community to 100 countries, collaborating with partners worldwide, and today Teleopti WFM plans and empowers over 500,000 employees. For more information visit www.teleopti.com