

Teleopti Success Story [Addison Lee](#)

Addison Lee Unleash their Analytics Genius with Insights from Teleopti



Contact centers generate significant amounts of customer, organizational and employee data. Being able to use this data to not only accurately and efficiently understand organizational/ customer trends, but also act on them, is one of the top challenges contact centers face.

This customer challenge was the catalyst behind Teleopti WFM Insights. Harnessing cloud-based Microsoft Power BI, Insights offers dynamic, interactive reporting so that both users and management can be empowered with engaging, clear visualizations, derive intelligent insights and make dynamic decisions.

Teleopti customer, Addison Lee, used Insights to improve their reporting and analytics capabilities while testing the product.

Spotlight on the Insights experience

Addison Lee is based in London, UK and provides premium global ground transportation services with 24/7 customer service. After trying Insights for only a few weeks, and after creating several dashboards, it was clear that Insights created a real difference in not only their reporting processes, but also, in unleashing a wave of creativity in the form of dashboard production.

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When people look at the reports you created, it makes you look like a genius, but they are actually really easy to create

Jemma King, RTA Analyst

Moving from novice to super user in weeks

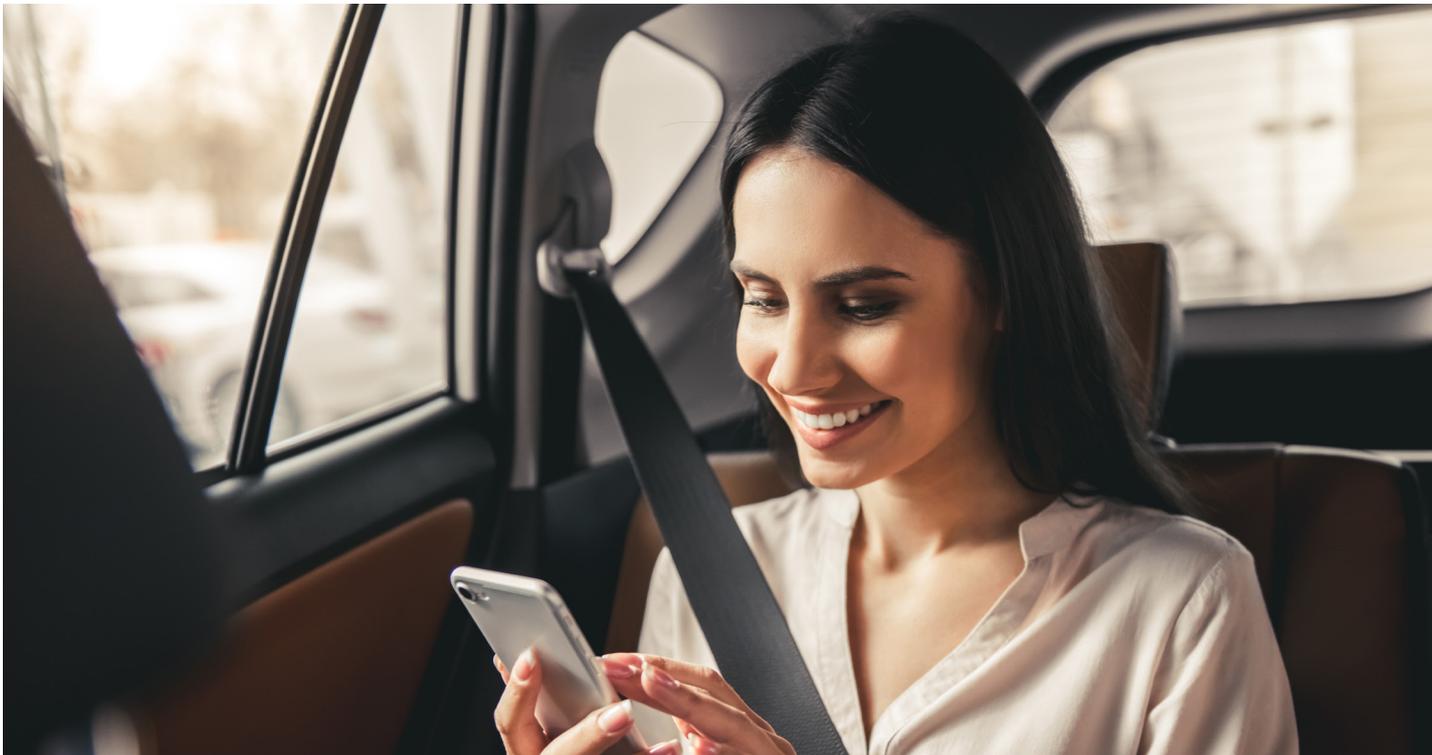
Jemma, an RTA analyst with Addison Lee, acknowledged she was a bit intimidated when she was introduced to Insights. It was her first time using a business intelligence tool. Prior to trying Insights, it was both time intensive and cumbersome to create specific reports. For example, an agent behavior report would involve a SQL query, joining data in Excel and then performing the analysis.

Teleopti WFM Insights resolved both challenges. When asked how Insights compared to the old reporting method Jemma stated, “Time is not something that we have a lot of. The ability to add a quick filter without having to re-run the report has been a big-time saver.” Jemma added, “The reports aren’t simple, but the way you can create them and present data is. Insights allows you to retrieve information from the system quite easily, so it is easy to see and compare the data in one report.”

After only a couple of weeks, Jemma created an absence breakdown dashboard that is now used frequently by the Team Leads.

Improving efficiency to allow more time to coach and develop

One of the Team Leads utilizing the report is Altaj Ramani. Altaj explained that his team was often reliant on others to create reports. “We never had access to that data before! We had to rely on others to run a report for us, and now we can run the report ourselves. It would take a good 10-12 minutes if we were lucky to get absence information, but now I can get it in seconds” added Altaj.



Altaj summarized Addison Lee's experience of using Insights by saying:



It is a very efficient tool. It helps us save time, increase productivity and gives us more time to coach and develop our agents instead of spending all day chasing down data. It frees us from administrative work.

Improve business productivity with Business Intelligence

To maximize employee performance and continually meet customer expectations as they evolve, contact centers need a flexible reporting environment that allows them to create personalized data views easily and have access to customizable reports and dashboards.

Are you ready to learn more about how Teleopti WFM Insights can help improve your organization's reporting and analytics?

 [Click here to schedule a demo](#)



Addison Lee Group is the world's largest managed premium car service business and counts more than 80 percent of the FTSE 100 as customers. It was the first UK ground transport business to launch a booking app, and the company operates 5,000 of its own vehicles and provides up to 30,000 rides a day in London alone. Owned by The Carlyle Group, Addison Lee Group provides exceptional customer service through innovative technology combined with experienced driver and customer service teams supporting car, chauffeur and courier needs. Addison Lee Group has 24/7 customer support from its Contact Centre via phone, email and social media. As well as journeys in London, Addison Lee Group customers can book its' managed service in New York and across the US and use its' digital channels to book travel in over 100 cities.



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