

Case Study

Teleperformance – Mexico



Back Ground

Many companies continue to use traditional wallboard technology to monitor contact centre agents, this technology is outdated and in many cases, has not been reviewed for many years.

The danger in continuing to use traditional wallboards is that they don't meet the human needs of modern contact centre employees, nor be aligned with new findings in the area of employee satisfaction and engagement.

Customer Profile

The worldwide leader in outsourced omnichannel customer experience management.

€3.6Mln Revenue

200,000+ Employees

Objective

The objective was to create a strong connection between the Teleperformance agents and the customers brand, improve communication and create a more engaging environment without losing visibility of their KPIs.

Summary

At the request of one of their biggest customers and one of the world's most well-known brands, Teleperformance Mexico deployed Optymyse to replace Avaya CMS reports being displayed on TV screens. Since the successful deployment of Optymyse Teleperformance are expanding its use across more teams.

Customer Feedback

**“We really appreciate the support your team have provided.
Optymyse is a neat tool”**

– MIS Regional Manager, Teleperformance, Mexico

