

## Case Study

# Peak5

PerformanceEdge® workforce management capabilities allow loan servicing company to reduce call abandonment and improve overall customer satisfaction.

### The Company

Peak5 provides flexible and dynamic third-party solutions for the automotive, health care, and credit card industries including loan servicing, collections, payment processing, and remarketing. The company is headquartered in Colorado, has more than 200 clients in 48 states and currently employs more than 350 contact center representatives. Industry experience, coupled with advanced technology, credit and behavioral scoring models, portfolio reporting methods, and other client tools deliver the leadership and support clients desire for the management of their consumer loan portfolios. The company operates one contact center site that provides customer service and collections services.

### The Business Challenge

Peak5 was building its brand in the loan servicing and collections industry and experienced significant growth. Its contact center generally managed new business calls, such as welcoming and verification, in addition to collections calls.

As a result of the growth the company was seeing from new business, the contact center had to manage a higher volume of inbound and outbound calls. In the past, Peak5 used spreadsheets to schedule agents, but agents found it confusing and difficult to track their schedules. While Peak5 had been using Aspect® CallCenter® ACD and an Aspect dialer, it was evident that the company needed to update its scheduling solution in order to simplify the entire process.

### The Solution

Peak5 evaluated workforce management solutions from three vendors and based on its prior positive experience with Aspect, the company chose Aspect® Workforce Management, the workforce management capabilities of PerformanceEdge from Aspect. Aspect Workforce Management helps multiskill, multisite, and multichannel contact centers accurately plan, manage and optimize performance. Peak5 is leveraging the Real-Time Adherence capability of the solution to help managers and supervisors monitor agents' schedule adherence in real time. The company also selected the Aspect Workforce Management - Empower enhancement package which streamlines and automates the schedule change and notification process, enabling agents to view their work schedules and easily request shift changes, vacations and other schedule adjustments.

Peak5 deployed the product in early 2008. With assistance from Aspect, Peak5 completed its agent training on the new applications in a half-day.



"Aspect Workforce Management is making a huge impact in our contact center. Our agents easily adapted to the training process and are happily working with the program. Working with Aspect has been great because they always respond to our inquiries in an efficient and timely manner."

**Bill Heep**  
AVP of Loan Servicing  
Peak5

### Products

- Aspect Workforce Management
- Aspect Workforce Management - Empower Enhancement Package

### Results:

- Reduced abandonment rate from 10 percent to 3 percent
- Increased agent job satisfaction
- Simplified scheduling processes
- Improved customer service



## The Results

Peak5 can now successfully forecast the level of resources it will require in the contact center on a daily basis. The contact center is now predicting, with a much greater degree of accuracy, the staff required to manage both incoming and outgoing calls throughout the day. This has resulted in reducing call abandonment from 10 percent to 3 percent.

Another benefit that Peak5 is seeing is increased job satisfaction. The automated schedule process is enabling agents to bid for schedules and vacations and successfully communicate when they are available. Agents report that the automated scheduling system is easy to adapt to and has eliminated the need for complicated paper scheduling.

Additionally, with Aspect® Workforce Management, the company is integrating its payroll time clocks to the agent phones. This allows the agents to log into the Empower enhancement module and automatically see how much vacation time or personal time they have, instead of looking at their pay stubs or asking payroll. The Peak5 agents now have control of their schedules and can access their payroll information, thanks to this flexible, preference-based scheduling.

In the future, Peak5 plans to utilize even more capabilities of Aspect Workforce Management, including optimizing scheduling and workforce management campaigns for outbound calls. The company is also in the early stages of implementing PerformanceEdge® Quality Management and is looking forward to moving to a unified approach in the future with Aspect® Unified IP®.

“For the price and quality, Aspect is the best in the business. We are currently evaluating unified solutions and Aspect offers so much more than just a dialer. The unified solution is great and definitely is an advantage over Aspect’s competitors. It will make our overall processes easier to improve.”

### Bill Heep

AVP of Loan Servicing  
Peak5

#### Corporate Headquarters

300 Apollo Drive  
Chelmsford, MA 01824

978 250 7900 office  
978 244 7410 fax

#### Europe & Africa Headquarters

2 The Square, Stockley Park  
Uxbridge  
Middlesex UB11 1AD

+(44) 20 8589 1000 office  
+(44) 20 8589 1001 fax

#### Asia Pacific & Middle East Headquarters

138 Robinson Road  
#13-00 The Corporate Office  
Singapore 068906

+(65) 6590 0388 office  
+(65) 6324 1003 fax

[aspect.com](http://aspect.com)

## About Aspect

Aspect is a global software and IT services firm specializing in applying Microsoft unified communications and collaboration to help customers achieve optimal results through enhanced business processes across the enterprise and in the contact center. Aspect provides IT consulting, integration services and business applications. For more information, visit [www.aspect.com](http://www.aspect.com).

