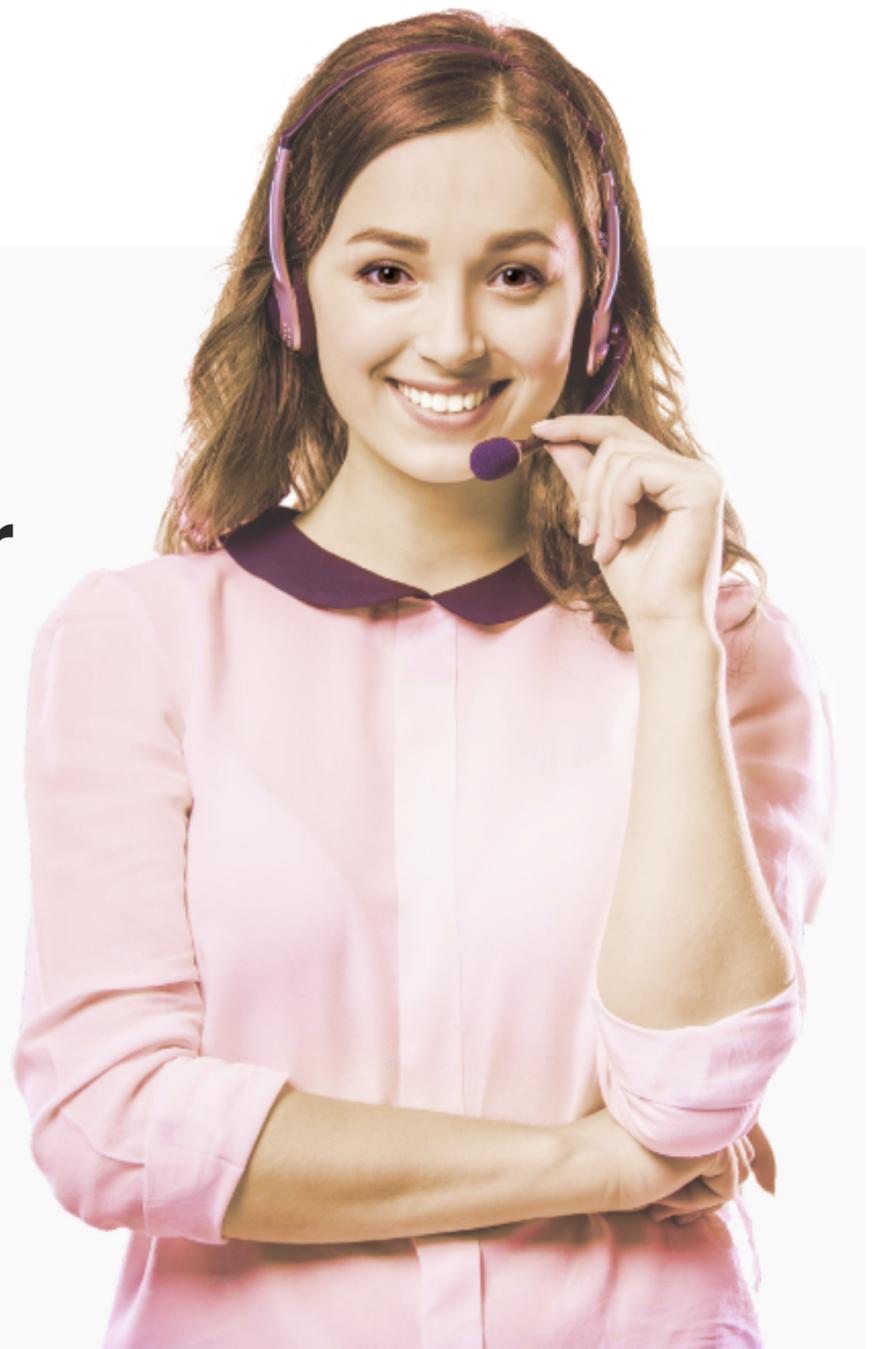Case Study

Jump Contact Center drives better conversations and 100% visibility with Enthu.AI

Jump·24/7   enthu.ai

CUSTOMER OVERVIEW

Jump Contact Center specializes in 24/7 call answering, virtual reception and chat services for businesses in North America.

The company wanted to scale up its live answering services and needed a technology backbone to ensure live agents are delivering a seamless customer experience without any compromise to quality.

Headquarters: Calgary, Alberta, Canada

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█ CHALLENGES

Jump Contact Center has a strong focus towards maintaining call quality and end customer delight. However, the manual process of call quality audits meant huge manual effort, yet just a handful of calls getting monitored.

At the same time, data management was becoming an overhead with quality teams juggling across call recordings, excel sheets and software. The company wanted a single source of truth against which to fairly benchmark its agents for performance improvement.

In short, the company was in need of a software backbone to build a predictable and proactive agent performance management process.

█ OUTCOME/RESULTS

SLA compliance	Call handle time	Reporting time
100%↑	**40%** ↓	**10+** ↓
calls now meet the SLA of less than 30 secs of wait time.	improvement in average call handle time.	hours saved per month in compiling the operations data.

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▌ TESTIMONIAL

Jose A. Saenz
CEO | Jump Contact Center
★★★★★

❝ Working with Enthu has given my agents **trackable parameters** to **set benchmarks** and continuously exceed them. Not only do I have a **transparent view of my business** now, my **clients** also see the amazing service that I deliver, nicely **backed by data and stats.**❞
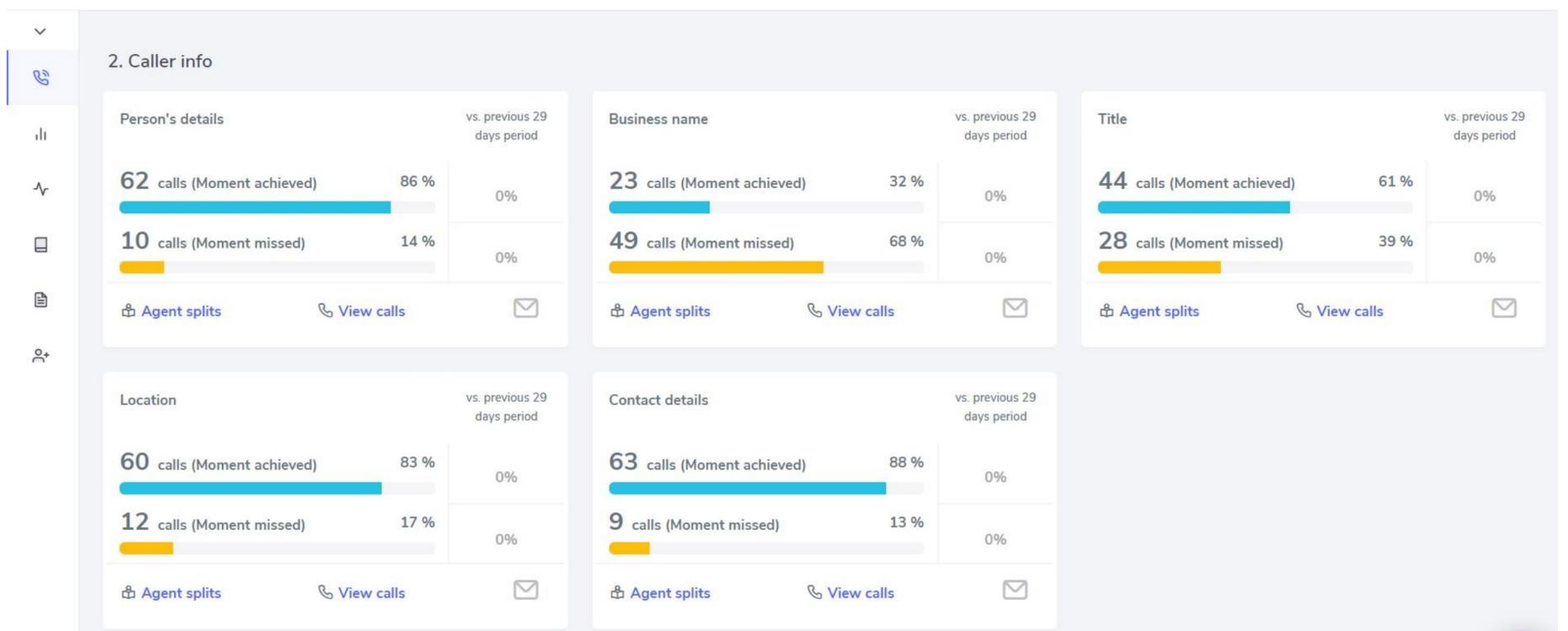
▌ KEY HIGHLIGHTS

1. 100% visibility into agent conversations

Earlier, Jump Contact Center used to rely on random sampling of calls to quality monitor the conversation. That was not just tedious but also inefficient as it resulted in less than 1% of calls getting sampled.

Speech AI from Enthu helped Jump Contact Center attain **100% visibility into their customer interactions** and track key conversation parameters proactively, without the need to listen to every single call. Tracking these important conversation KPIs directly relate to **agent performance** across customer experience, compliance, process adherence, call metrics; and more.

In just **under 60 days**, the company scaled up to analyze the key **KPIs of all the agents** at least once each working day, thus driving measurable improvements in performance.

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2. Caller info

Person's details		vs. previous 29 days period
62 calls (Moment achieved) — 86 %	0%
10 calls (Moment missed) — 14 %	0%
⚏ Agent splits 📞 View calls ✉	

Business name		vs. previous 29 days period
23 calls (Moment achieved) — 32 %	0%
49 calls (Moment missed) — 68 %	0%
⚏ Agent splits 📞 View calls ✉	

Title		vs. previous 29 days period
44 calls (Moment achieved) — 61 %	0%
28 calls (Moment missed) — 39 %	0%
⚏ Agent splits 📞 View calls ✉	

Location		vs. previous 29 days period
60 calls (Moment achieved) — 83 %	0%
12 calls (Moment missed) — 17 %	0%
⚏ Agent splits 📞 View calls ✉	

Contact details		vs. previous 29 days period
63 calls (Moment achieved) — 88 %	0%
9 calls (Moment missed) — 13 %	0%
⚏ Agent splits 📞 View calls ✉	

Enthu.AI enables quality teams to identify the critical moments across 100% of the conversations, without the need to listen to them.

2. Targeted, personalized coaching

With a detailed visibility into each conversation, Jump now knows the exact **performance level** & **opportunity areas** for all its agents.

The Company now executes **targeted & personalized coaching** for each agent, helping them improve on the areas where the opportunities appear.

This has resulted in **40% improvement in average call handle time** and **100% adherence to the set SLAs.**

Showing results for all teams ▾   ⬇ 📅 Week on Week last month | June ▾

Summary   **Agent Evaluations**   Hits Analysis

Agent Name	Wk1 (May 30 - Jun 5) Score	# Evals	Wk2 (Jun 6 - Jun 12) Score	# Evals	Wk3 (Jun 13 - Jun 19) Score	# Evals	Wk4 (Jun 20 - Jun 26) Score	# Evals	Wk5 (Jun 27 - Jul 3) Score	# Evals
	-	-	-	-	-	-	-	-	-	-
	95.0%	1	87.9%	1	-	-	96.2%	1	-	-
	-	-	-	-	-	-	-	-	-	-
	67.5%	1	87.3%	2	-	-	83.3%	1	-	-
	-	-	-	-	-	-	96.2%	1	-	-
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	96.2%	1
	96.7%	1	89.6%	1	-	-	88.7%	1	-	-

Get insights on your agent performance and identify specific areas where they need coaching.
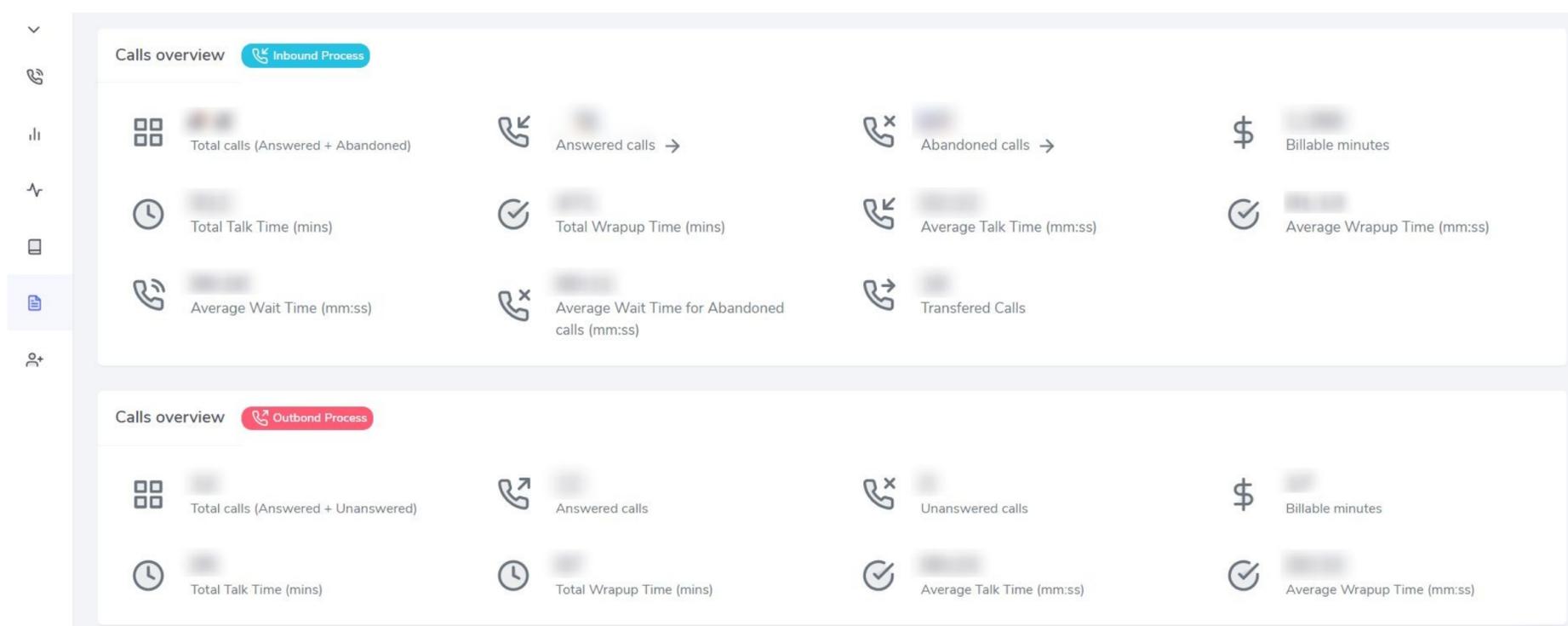
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3. Increased client transparency

Right from its inception, Jump Contact Center has a laser focussed approach towards maintaining data transparency with its clients.

Enthu.AI helped the company scale up its vision via the **Client Module** available within the software.

Jump's clients now have a **separate & dedicated access** to their Enthu.AI account, getting **visibility into the conversations** that happen for their account; along with the key metrics and reports.

In a world where trust is in deficit, Jump Contact Center is leveraging Enthu.AI to differentiate itself by **building transparency** through data sharing.

Understand the health of your contact center through key metrics, and have an option to share reports with the stakeholders, including your clients.

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❚ UP NEXT

Enthu.AI is now working with Jump Contact Center to integrate with their CRM system. That will move Jump towards their **vision of one single source of data**, thus helping them attribute the CRM data to each call and further **drive agent performance correlations** with the end results.

REQUEST A DEMO

ABOUT ENTHU.AI

Enthu.AI leverages speech analytics to help voice teams **get 100% visibility into their customer conversations,** without the need to listen to every single call.

With Enthu.AI, businesses can **monitor every interaction** with high accuracy; **coach agents faster & better; streamline & automate manual workflows;** and get increased visibility into their agents' **operations data**.

Trusted by leading contact centers worldwide, Enthu.AI seamlessly integrates with your tech stack and helps you build a **360 degree view** of your customer conversations.

To know more, please visit www.enthu.ai.

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