



sabio

Avaya Aura® Contact Center

Customer Experience Management
Proactive Contact, Workforce Optimisation

Unlocking operational savings for DAS

Building a platform for best practice customer service delivery

DAS is the clear leader within the legal expenses insurance market, and has invested in a best practice Avaya contact infrastructure to help streamline its customer journey.

Working with Sabio, the leading independent Avaya Connect Platinum Business Partner, DAS has successfully deployed a core Avaya Aura® Contact Center platform powering a range of specialist solutions including Speech Analytics, Workforce Management, Quality Monitoring and Proactive Contact.



Speech Analytics

- 18% increase in first call resolution
- Unlocked £300k + benefit from increased use of Preferred Solicitors



Quality Monitoring

- Optimised programme leads to a 17% improvement in scores
- Doubling of staff numbers in the Quality Monitoring programme



Workforce Management

- Improved service levels by 3% with 4% headcount reduction
- Reduced FTE requirements across DAS group by 4% thanks to 100% growth of FTEs on Optimised Shifts



Proactive Contact

- Increase in Right Party Connect rate generates a £200k annual saving



Annual
operational
savings of
£570,000

“Working with Sabio and Avaya has helped DAS build a powerful platform for customer contact and service delivery. Now, with the optimisation of solutions such as Avaya Proactive Contact, Speech Analytics, Quality Monitoring and Workforce Management, we’ve been able to significantly refine and develop our performance.”

Anita Yandell-Jones, Operational Development Manager, DAS

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