Finance

Atlanticus

Enhances Operational Efficiency and Compliance with livepro Knowledge Management

↓
14%
AHT Reduction

↑
100%
Increase in Compliance

The Challenge

Atlanticus, a US-based financial services company, faced significant operational challenges in its contact centers. Its outdated knowledge management system failed to support agents in following key policies and procedures, leading to compliance issues, increased Average Handle Time (AHT), and inefficiencies in communication.

A major issue was the low utilization of official documentation, with agents referencing policies less than 5% of the time. This led to inconsistencies, errors, and regulatory risks. The slow system performance further discouraged use, encouraging workarounds and increasing non-compliance.

Additionally, critical updates and announcements were manually distributed via PDFs and emails, causing delays and missed communications, and making it difficult for agents to stay aligned with the most current information.

To address these challenges, Atlanticus partnered with Insite, a solutions integrator, to implement a robust knowledge management solution.

The Objective

To overcome its operational challenges and improve overall performance, Atlanticus recognized the need for a more efficient approach to knowledge management. The company aimed to empower its call center agents with the tools to deliver accurate, timely answers, reduce call handling times, and enhance compliance. Atlanticus set out to find a solution that could:

• **Increase Utilization of Policies and Procedures:** Ensure agents consistently use official documentation for accurate answers.

• **Reduce AHT:** Improve access to critical information and shorten call handling times.

• **Enhance Compliance:** Close compliance gaps by making policies more accessible and user-friendly.

• **Streamline the Announcement Process:** Speed up and improve the efficiency of distributing critical updates.

> "
> When we launched livepro, we weren't sure what to expect in terms of usage. However, the results were clear – agents started using it, and the reporting features blew us away.
> "
>
> *Michael Gajeski,*
> *Documentation Manager*

100%
Adoption in Targeted Call Centers

2000+
Unique Pieces of Agent Feedback

The Outcome

Atlanticus quickly realized that livepro was the solution to their operational challenges, meeting all their needs and more. Not only did livepro centralize their critical knowledge base, but its intuitive features made it easy for agents to access the right information fast. The dynamic search capabilities, combined with the "Rocket" question-and-answer tool, allowed agents to quickly find accurate answers tailored to each customer's situation.

What started as a small pilot program soon became a key resource across the contact center, with agents enthusiastically adopting the platform to improve their workflow.

With livepro fully implemented, Atlanticus saw significant performance improvements:

- **14% Reduction** in Average Handle Time (AHT), from 266 seconds to 230 seconds.
- **100% Agent Adoption** in targeted call centers, with all agents actively using livepro.
- **Over 2000 pieces of unique feedback from agents**, demonstrating high engagement and a sense of ownership over the tool.
- **100% Compliance:** With livepro, agents no longer needed to rely on unofficial tools, closing compliance gaps.

livepro's impact also extended beyond day-to-day operations. By streamlining communication and providing quick access to accurate information, the solution improved both employee and customer satisfaction. Now, agents spend less time searching for answers and more time delivering high-quality service.

Scalability and Integration
Atlanticus plans to expand livepro's use across the company, integrating it with additional tools to enhance reporting, coaching, and overall performance management. The solution's scalability ensures that as Atlanticus grows, livepro will continue to meet evolving needs and drive continued success.

> *"livepro's detailed insights are incredible. Now, I can see exactly what agents are accessing, when, and for how long, which has been a game changer for our operations."*
>
> - Michael Gajeski, Documentation Manager

About livepro

For over 20 years livepro has been the leading provider of premium knowledge management to award-winning customer service centers. Organizations from every major industry all over the world trust livepro to help them improve customer experience, reduce costs, engage employees, ensure compliance and offer management insights. At livepro, we pride ourselves on having the system that is the easiest to use, easiest to manage and a team that is the easiest to work with – always.

live pro

Contact livepro today 📞 1 844 207 7999 ✉ sales@livepro.com 🔗 livepro.com