Panviva

Leading BPOs worldwide rely on Upland Panviva

Introduction

Whether struggling with cost pressures and price competition, talent acquisition and retention or scalability, leading Business Process Outsourcers (BPO) around the world use Upland Panviva to help win deals and improve their bottom lines.

We partner with best-in-class government, finance, health, utilities, and travel BPOs to help drive efficiency and diversify their market offerings. With Panviva, BPOs can do more for less. It allows them to step into the modern contact center world through personalization, omnichannel support, and consistent knowledge delivery across all channels.

BPO Spotlight

A leader in the BPO space was looking to improve its customer experience and provide best-in-class support.

Currently, their in-house system had trouble with:

- Keeping up with daily demands
- Onboarding staff to take high quality and compliant calls

They understood the gap to helping them scale rapidly was an effective knowledge management system. To overhaul their outdated knowledge system and reimagine customer service, they chose Panviva.

Normally, this BPO would have their IT team manage large volumes of change requests from their customer support teams. However, Panviva gave their IT the bandwidth to focus on more pressing tasks.

Panviva empowered the BPOs' customer service agents with the convenience of quick access to the right answers, regardless of agents' time on the job or level of training. Agents were able be guided through processes to resolve customer questions and pain points in record time.

Panviva

Panviva checks all the knowledge management boxes and we can do the same for your BPO.

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I'm empowering operations to upload and design their own documents. They don't even have to reach out to a programmer or the maintenance guy to give them new links. The sky's the limit for them.

Other benefits of Panviva include:

Cut Training Time and Costs in Half

- Designed for on-the-job support
- 80% reduction in time-to-competency
- Provides a single source of truth
- 60% decrease in memorization of scripts

Guarantee Compliance and Quality

- Streamline and standardize workflows
- Ensure stricter compliance conformance
- Employee notifications for when critical knowledge is updated
- Guide on The Side for constant access to knowledge

Easy to Use, Easy to Update

- Simple editing and templates – no coding required
- Reusable content modules to fast-track updates
- A tool built by business people for business people
- Tracking feature for when changes have been read and tests are complete

Measure and Improve Performance Metrics

- For metrics such as AHT, FCR, escalations, Panviva allows leaders to get an inside look into what's working, what's not, and to pivot where needed to improve processes
- 90% reduction in hold times
- Instant feedback capture
- Comprehensive reporting and analytics with seamless feedback

Deliver Customer Experience Excellence

- 25% increase in NPS
- Robust omnichannel support
- Provide consistent and accurate knowledge, allowing agents to focus on customer conversations and escalations
- Support agents across any channel that customers interact with, from integrations with chat bots and SMS, to phone and email
- Personalization at each stage of the customer journey

Ready to get things done?

Request a Meeting