

# inspiro

## ABOUT

A global CX outsourcing leader, Inspiro empowers smart, secure, seamless, scalable, and satisfying customer experience (CX) across a network of BPO and customer champions in 100 strategic locations. With delivery operations in North and Latin America, Australia, and the Asia Pacific, Inspiro supports every stage of the customer lifecycle through next-generation CX solutions integrating strategy, people, innovation, and analytics.

## NICE SOLUTIONS

- [NICE Engage](#)
- [NICE Interaction Analytics](#)



## CHALLENGE

Global BPO Inspiro had worked with its previous call recording and call quality vendor for two decades. When issues arose, Inspiro expected to be able to resolve those problems directly. However, the relationship was mostly handled through intermediaries who limited communication of the exact problem. With the quality system so closely linked with the recording capability, Inspiro had a difficult time making any changes in features or functionality without a comprehensive upgrade of the underlying platform.

## SOLUTION

NICE assisted Inspiro with a migration to NICE Engage and Interaction Analytics to replace the previous recording and quality system. Reliable call recording enhances compliance with client SLAs, and real-time predictive insights enabled upsell revenue to climb 44% in one trial period. Inspiro now has timely access to the NICE experts to immediately address issues. NICE has created significant QA personnel and IT infrastructure cost savings for Inspiro. Features are also easier to bundle in client relationships and offer as contractual incentives, improving client retention and providing a key sales advantage over competitors.



## GREAT STATS

### RIISING EFFICIENCY

QA audit processes are now 60% more efficient

### REDUCED TECH INFRASTRUCTURE COSTS

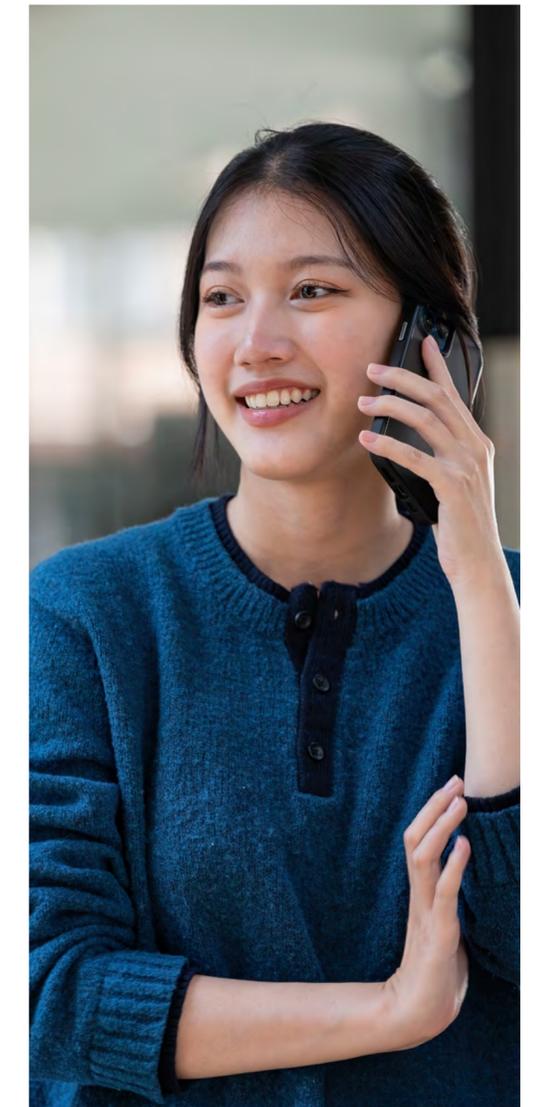
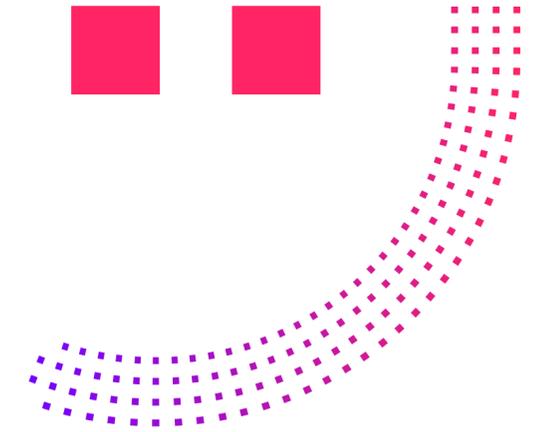
Contact center stack runs on fewer virtual machines

### 100% MEANS 100%

Full call recording coverage is now a reality, was 70-80% with the previous vendor.

### 44%

Increase in upsell revenue in proof-of-concept testing



# 2X

Each QA auditor is twice as productive, enabling the contraction of QA resources

