

# PacifiCorp and West Corporation

## Improving Issue Resolution Time, Operations, and Internal Communications



## With Aria's Visualizer

*(A customer interaction data analytics application)*



Virtually, every contact center is a sophisticated and complex organism consisting of many different communication channels, technology integrations, and people - all intertwined and working together (hopefully) toward a common goal of enhancing the customer experience. But, like every complex organism, things sometimes don't work together as planned.

### Every contact center faces some common challenges:

- How to quickly and easily understand the huge amounts of data produced in Contact Centers today (to know what needs to be done right now)
- How to save time and therefore money researching and resolving issues

- How to recover from the loss of key personnel or enable existing personnel to accomplish strategic initiatives instead of just treading water performing routine operational tasks
- How to enable better communication between business partners and stakeholders in different groups – so that everyone aligns around the actions needed to be taken

**Aria's Visualizer** is an essential contact center analytics tool that helps deliver real business results to address these concerns.

The implementation required to achieve this and be up and running is measured in days, not months; therefore, delivering an immediate impact and ROI.

### But don't take our word for it!

Read how our customers, PacifiCorp and West Corporation, were able to:

- Save up to 80% of the time on researching and resolving contact center issues
- Improve operations
- Reduce the need of escalation to senior staff, and
- Provide easy-to-understand data details to management and stakeholders.



To learn more about Aria Visualizer or schedule a demo, click [here](#).





## Does Aria's Visualizer help save time and money?



"We compare how traditional methods would have solved this issue to what Visualizer can now do in a matter of a few seconds, as opposed to hours."

**Dan Vetro**

*Director of Information Services*



"Visual representations from Visualizer speak volumes in seconds, faster than we can even explain the issues verbally."

**Todd McCall**

*Voice Systems Engr.3*

With enhanced features in the latest release to now include SIP and Routing (URS) information, the time saving impact is even greater. Information can be easily queried and the results selected for more or less detail as needed.

Users can move rapidly and seamlessly from specific issues to general patterns; or from general patterns to specific issues, using a simple point and click interface. Alternate data views and information are just a tab away and all information is linked.

## Can Visualizer help in managing operations?



"Visualizer is the first tool in our tool kit. Whenever we get a report from the business about an issue, this is the first place we go to. It's very straightforward and easy to understand. It built my confidence in having to administer the system going forward."

**Todd McCall**

*Voice Systems Engr.3*



"Another big motivation for us was staff. You have to teach new hires about logs and documentation. It's much easier when you have a centralized tool that allows you to do that. We can get teams up to speed much faster, by focusing on the platform and not on the logs."

**Dan Vetro**

*Director of Information Services*

Aria's Visualizer is a unique application that should be a fundamental part of every complex contact center management strategy.

With proven business results and an implementation process that is measured in days, not months – Aria's Visualizer can transform your contact center performance and allow you to "see" things in a whole new way.



## Can Visualizer help reduce escalations to senior staff to let them focus on more strategic items?



“With Visualizer, we find that instead of escalating through the tiers to an engineering level, we’re continuing to push the conversations down to the lowest possible level of support. This has proven to be an unexpected benefit from Visualizer.

Previously, items that had to go to more senior and more expensive technicians are now being handled at the lower levels. That’s allowed for more resources to be freed up to work on revenue generating projects.”

**Dan Vetro**

*Director of Information Services*

Aria’s Visualizer dramatically increases productivity of staff, so that less experienced personnel are able to do what previously required very senior/experienced staff to perform.

Whether you’ve lost staff and are struggling to replace them, or you just need to be able to get your senior people more time to focus on strategic needs – Visualizer can help.



“Sending someone an email with log text is hard to understand. Our process is now changed to provide Visualizer screenshots. And through those images, our businesses can see and understand exactly the issue at hand. Visual representations from Visualizer speak volumes in seconds, faster than we can even explain the issues verbally.”

**Todd McCall**

*Voice Systems Engr.3*



“From the perspective of a service provider, often the people we deal with, when analyzing issues, are non-technical in background, looking at the problem from a call flow or business perspective.

Providing a visual representation makes the conversation a much easier one to have, instead of pointing to lines of text from various log files. Visualizer has helped tremendously with the ability to export metrics and provide screenshots of the actual call activity.”

**Dan Vetro**

*Director of Information Services*