



Valeo™

Is a patented predictive analytic application that enhances revenue in your inbound sales center by adding real-time predictive intelligence and call value-based queuing to your existing pre agent routing systems.

Challenge

The difficulty in predicting when callers respond to your acquisition campaigns makes it challenging to staff your contact center appropriately. Either your agents sit idle while waiting for calls or your high value prospects abandon while waiting endlessly in queue. Lost call. Lost revenue. Lost productivity. Lost prospect.

Without account numbers or customer identifiers to help prioritize service based upon the potential value of the interaction, it's difficult to know which call is worth an agent's time. Knowing just the offer source is simply not a good enough indicator of call value.

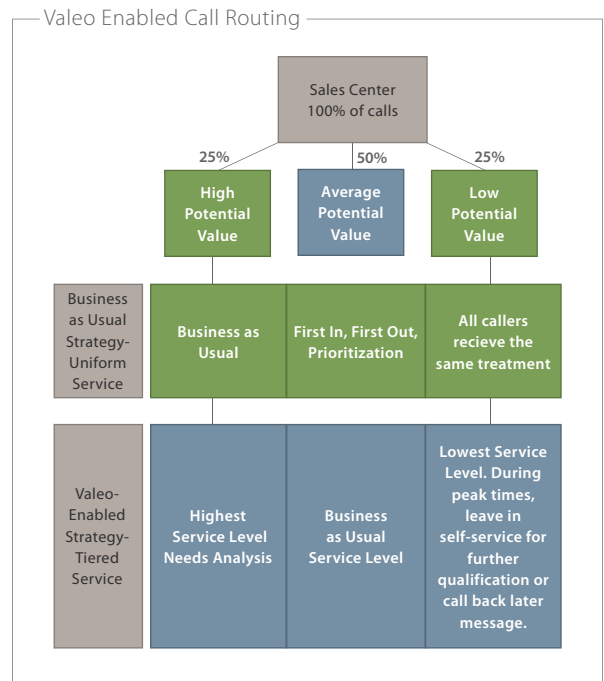
So how do you balance your call metrics against revenue generation goals and customer satisfaction?

Solution

Valeo can help. By segmenting callers based on the potential value of the interaction and the relationship, Valeo enables you to know before a call is routed which calls deserve agent attention. All without the disrupting service-level metrics in the contact center.

How? For each caller, Valeo gathers external data via ANI, predicts potential caller value and behavior and then applies strategies designed to meet your business goals—all in real-time while monitoring the service levels in your call center and before going to the call center agent desktop.

Valeo easily integrates data on each caller from legacy host systems, disparate departmental systems, customer databases, and 3rd party providers. This data then drives action-specific predictions about buying, customer lifetime value and wait tolerance.



Benefits

With Valeo, you can focus your agents' time and efforts on the right prospects. Your high value callers receive the best service and get more in depth needs analysis. Your low value callers receive a lower service level: They'll spend more time in self-service and less time with your agents. The result is a more efficient, profitable contact center.

Moreover, Valeo minimizes abandoned calls. The solution lets prospects have a low propensity for abandonment to wait, thereby freeing up resources to serve other higher value customers with a low tolerance for waiting.

ROI in Less than Six-Months

Through call level strategies, Valeo optimizes your sales center by prioritizing your prospects. The result is a Return on Investment of six-months or less.

Specifications

Custom Models

Based on open standards utilizing Predictive Model Markup Language (PMML) to easily support modifications, resulting in faster deployment and validation of custom models.

Architecture

Operates on a wide range of platforms supporting Java Virtual Machine 1.5 or higher

Tested and Supported on

Client: Windows 2000, XP

Server: Linux RedHat, Windows 2003 and Solaris Hardware

Hardware

Deployment Platform:

Minimum—Dual 3 GHz processors with 4 GB of RAM

Database Support

Oracle, SQLServer, and other JDBC compliant databases

Integration

Java Database Connectivity

Flat text files, FTP or Email

HTTP, XML, Corba, Socket, Java, and Web Services



About Austin Logistics

Austin Logistics is a leading provider of analytic software and custom modeling solutions that use predictive intelligence to drive more profit from every customer interaction.

Austin Logistics determines the optimal treatment for each transaction by collecting disparate data from multiple sources and applying advanced modeling techniques. All Austin Logistics products are designed to deliver a six-month Return On Investment.

Austin Logistics, established in 1992, is headquartered in Austin, Texas. The company maintains business and development offices throughout the United States and in Asia.

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