



Ilene Rispoli can't see the agents who work in her call center. They never come to the office. The call center staff at VoiceLog work from their own homes that are scattered across Texas and the Southeast. For someone with 20 years experience working in the super-sophisticated, brick-and-mortar call center environment at MCI, managing remote agents with diverse addresses, skills, hours, and needs was a challenge. Working from her own home in Nixa, MO, Rispoli admits that it required her to shift gears.

Irene on her team

Then she logged on to the Irene from ISC Workforce Management System on her personal computer. At first she thought it was a scheduler. Then she realized it was a forecaster. Then she learned it was able to monitor quality, measure compliance and adherence. It could help her with vacation planning, and multi-skill scheduling. It generated agent activity reports. The more she asked of Irene, the more it was able to do. This was the help she needed to make order out of chaos. With Irene on her team, Rispoli was soon able to get the irascible twins of every call center—caller demand and agent supply—to cooperate.

"Using Irene to schedule our agents," Rispoli says, "we were able to reduce our payroll expense by two-thirds and still complete the same volume of calls."

ISC on her team

Rispoli had not been officially trained to use Irene, but with the help of the ISC customer support team she was quickly able to tailor it to the specific requirements of her uniquely dynamic call center. In fact, Rispoli says she now uses ISC customer support as the benchmark by which she measures all customer support. Very, very few, she adds, come up to the bar for customer service that ISC set helping her realize Irene's full potential to manage VoiceLog's virtual call center requirements.

Work smart not hard

Rispoli says an unexpected benefit of Irene was the way it allowed her call center staff to adjust to changes in their marketplace, adapting virtually on the fly, as the needs of customers changed. "Without Irene," Rispoli says, "we would have been dead in the water." Using Irene, she was able to shift the most active call times from the evening to midday without missing a beat...or a business opportunity. VoiceLog customers—who think of everything in terms of queues and hold times—were appropriately oblivious to the dynamic re-configuration of VoiceLog's call center.

Case Study: VoiceLog

VoiceLog is the world leader in call recording, monitoring and transaction verification services

Irene® from ISC Optimizes the Virtual Call Center

"Irene enhanced our business by helping us work smart and not hard."

***Ilene Rispoli,
manager of live operations, VoiceLog***

Please contact us for a complete demonstration of Irene Online.



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Rispoli notes that during these changes VoiceLog agents, on the other hand, were able to view, download and print their schedules so they were never left wondering when they were on and when they were off.

“Irene enhanced our business by helping us work smart and not hard,” Rispoli says. “The key is understanding Irene’s parameters and integrating them into our business needs. We have to constantly watch and make adjustments.”

Fortunately, making adjustments is what Irene does best.

Now in the swirling flow of call center demand and requirements, vacations and lunch breaks, shifting market opportunities and challenges, Rispoli knows she can count on Irene to help her respond to the constantly changing realities of VoiceLog’s virtual call center. She continues to be pleasantly surprised by what she finds in Irene. “The more you dig, the more functionality you find that is relevant to your business.”

About ISC

ISC provides Irene, the most advanced workforce management system available to contact centers today. Irene forecasts customer service demand and delivers schedules that support performance targets, agent preferences, and business goals. Irene reduces payroll costs, improve service levels, and increase employee satisfaction. Whether you are managing thousands of agents globally or several dozen agents from one site, Irene meets your needs.

ISC was founded in 1973 to provide training development and consulting services to the call and contact center industry. From the beginning, ISC has been dedicated to providing measurable, sustainable improvements in the performance of people, processes, and technologies that shape the customer experience. In 2000, ISC introduced Irene. This award-winning software uses innovative technology that provides unparalleled scalability and dramatic advancements in forecasting and scheduling capabilities for contact center managers.

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