

Executive Summary

PT DIKA, a leading Indonesian BPO company, implemented the Teamogic platform, an AI-based solution that provides real-time insights into agents' activities. This business case shows the positive outcomes achieved through the platform, including enhanced agent performance, cost savings, improved performance reviews, and streamlined knowledge retention.



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PT DIKA Adopts AI-Powered Employees Enablement Platform by Teamogic

Background

PT DIKA, a subsidiary of the BCA Employee Pension Fund, is a renowned Indonesian BPO company specializing in sales and operations outsourcing. With a workforce of 5,000 agents operating across domains, PT DIKA has a strong market presence and a track record of delivering exceptional services. PT DIKA is constantly seeking innovative solutions to enhance operational efficiency.

Prior to implementing the platform, the tele-collection team had struggled to analyze agents' performance data in real-time due to the hybrid work environment and agents' use of untrackable communication channels (i.e. social networks). Traditional collection success metrics were not indicative of agents' behavior due to low success rates in collecting old debts. Recognizing this challenge, PT DIKA sought an innovative solution to continuously measure and track agents' behavior.

Solution Overview

PT DIKA partnered with Teamogic's AI platform for real-time insights on agent behavior, empowering team leaders to make informed decisions and maximize performance.

PT DIKA partnered with Teamogic, an industry-leading AI platform, to utilize Teamogic's unique capabilities in understanding employees' behavior, based on their activity, rather than solely

focusing on collection success rates. Leveraging machine learning algorithms, Teamogic's platform provides real-time insights and recommendations to team leaders. It enables team leaders to understand agents' activities throughout the workday, regardless of their location. By adopting Teamogic's solution, PT DIKA empowers team leaders with actionable information to maximize performance and make informed decisions swiftly.

Results Achieved

Cost saving: the implementation of the Teamogic platform significantly increased PT DIKA's tele-collection team leaders' capabilities. By harnessing the power of AI, team leaders were able to efficiently manage a larger team of agents, expanding from less than 30 agents to over 50, without requiring additional managerial resources. This approach led to substantial cost savings by eliminating the need to hire two full-time employees.

**Hiring
additional
2 FTEs
was avoided**



Agents' performance



Increased 20%

Performance improvement:

Teamogic's platform played a pivotal role in driving more than 20% improvement in agent performance on average, without increasing management overheads. The platform enabled team leaders to identify areas for improvement and deliver targeted actions and coaching initiatives during the workday, responding to situations as they happen. These activities directly translated into additional revenue, superior service delivery and increased customer satisfaction.

Results Achieved (Cont.)

Better Performance Reviews and Mentoring: With data-driven performance metrics and insights, PT DIKA's team leaders conducted more informed and equitable performance reviews. The platform enabled accurate evaluation of agents' performance, providing constructive feedback for the purpose of mentoring, skill development, and career progression. This data-driven approach ensured fairness and transparency, increasing motivation and team effectiveness.

Knowledge Retention and Onboarding: The Teamogic platform facilitated the retention of critical knowledge and best practices related to management response to agents' behavior and situations. This knowledge repository proved invaluable during the onboarding process for new managers, ensuring consistent best management practices and reducing the learning curve.

Conclusion

PT DIKA's adoption of the Teamogic platform has proven to be a well-informed investment, resulting in improved agent performance, cost

savings, and enhanced managerial capacity. PT DIKA's commitment to innovation and efficient service delivery positions them as a leader in the BPO industry.

"Maintaining top-level services is more challenging than ever. With the help of Teamogic, we were able to achieve and exceed our goals."

Darwin Tan - CEO



About Teamogic

Teamogic is an industry-leading AI platform that provides real-time insights and recommendations to businesses. Leveraging machine learning algorithms, Teamogic helps organizations understand employee behavior and make data-driven decisions. By empowering team leaders with actionable information, Teamogic enhances performance, employees' motivation, and overall operational efficiency.