

# Results

## Case Study 1: Cobb EMC

### Challenges:

- November 2000, began 24/7 multiple contact type support.
- Managing constant change with in deregulated market
- Create training infrastructure.
- To meet / exceed Georgia PSC requirements.
- Establish workforce requirements.

### Goals:

- 100% value add product offering on all appropriate calls.
- To maintain level of service CEMC electric customers have appreciated for many years.
- Meet PSC monthly service level.
- Provide first call resolution in multi-contact environment.
- Reduce customer complaints

### Solution

- Build interactive client vendor relationship
- Redefine hiring criteria and process
- Build state of the art 23,000 sq ft facility to support operations.
- Performance Management

### Results:

- Substantially reduced call handling cost.
- Consistently met PSC deadline.
- Saved client than \$1.3 million on labor related costs in first year.
- Maintain an average of 4% call abandon rate.
- Maintain average in service level of 93%.
- Gas and electric customers are enjoying the same high level of service.
- Customer satisfaction improved by 10% points
- Drove client complaints to nearly “0”