

CONTACT CENTER OPTIMIZATION AND TOOL INTEGRATION

HighPoint Digital, Inc. (HighPoint) specializes in investigating and implementing new technologies and using innovative vendors to maintain a foothold in the market, keeping our customers current and satisfied. We analyze operations to identify and implement improvements to meet the mission. The following are some results of our optimization efforts:

Verint Call Center Application Operational Maintenance: 24/7 CMS Contact Center call recording and monthly Test and Production environment patching supporting:

- Microsoft Windows and Server OS
- Database systems
- Verint application
- Zero-Day Nessus Scans & Telephony

Desktop Process Analytics (DPA): The significant increase in remote work during the COVID-19 pandemic introduced the need for Contact Center Operations (CCO) employee desktop monitoring for over 7,000 users.

DPA provides employee desktop application and idle activity information to optimize business processes and improve system use.



Quality Now: A **CUSTOM-BUILT SOLUTION** that improves the overall customer experience by **CONSOLIDATING FUNCTIONALITY** within Verint, moving Customer Service Representatives (CSRs), Quality Monitors, and Supervisors closer to evaluating and coaching CCO CSRs within a single system



Learning Management System (LMS) FedRAMP Cloud Migration: HighPoint transitioned from an on-premises to **CLOUD-BASED LMS** in 2020 maintaining data integrity with no user downtime. Our cloud-based LMS serves **OVER 15,000 USERS PER DAY**



Elasticsearch: This tool **ENHANCES** the Content Viewer Search feature by adding the ability to search by Title, Keyword, and/or Content Type. Additional features allow CSRs to narrow search results using keywords and to search for Spanish words. The ability to search (full text) within documents **SAVES TIME AND IMPROVES SEARCH RESULTS**

HighPoint supports both on-prem CCO physical server hardware and VMware hosts in a multi-data center environment.



HighPoint

AGILITY. INNOVATION.
EXPERIENCE > DELIVERED.

CONTACT CENTER QUALITY ASSURANCE

HighPoint Digital, Inc. (HighPoint) helps agencies enhance their contact center Quality Assurance programs using the latest technology and approaches to improve customer experience, increase employee engagement, and optimize operational performance.

Our Quality Assurance methods extract maximum value from contact center tools and technologies while aligning program design with agency objectives. Our team develops Quality Assurance programs customized to agency needs while maintaining industry best practices. We use tools like speech analytics and automated quality monitoring to focus Quality Assurance efforts on critical aspects of performance and provide the most comprehensive, consistent feedback to drive employee engagement. We closely monitor outcomes from these activities with Contact Center Operations counterparts to ensure effectiveness and to gather feedback for continuous program improvement. Our continuous improvement efforts to measure Quality also help reduce cost by identifying inefficiencies like agent downtime and unmanageable call volume.



Customized Approach: HighPoint designed and implemented a custom Quality Assurance program and application for **OVER 10,000 CUSTOMER SERVICE REPRESENTATIVES (CSRs) ACROSS 10 LOCATIONS**, including remote staff



Optimize Operational Performance: HighPoint identified call handling trends and implemented a revised call flow, which **REDUCED REPEAT CALLS BY 29%**



Increase Employee Engagement: Using stakeholder feedback, HighPoint redesigned the Quality Assurance program, achieving a **30% INCREASE IN CUSTOMER SATISFACTION** and improved employee engagement

MODERNIZED APPROACH TO QUALITY ASSURANCE

HighPoint uses an innovative, comprehensive Quality Assurance approach incorporating the latest features of Quality Assurance automation, centered on CSR and customer experiences. By doing so, we move programs from rigid compliance-based approaches to environments that empower CSRs with improved call-handling skills to solve customer issues.

CONTACT CENTER SUPPORT NATURAL LANGUAGE PROCESSING AND SPEECH ANALYTICS

[HighPoint Digital, Inc.](#) (HighPoint) records 1-800-Medicare calls for Contact Center Operations and screens them in near-real time. HighPoint's Natural Language Processing (NLP) works with speech-to-text transcription to gather rich insight about customer satisfaction, service issues, agent performance, and campaign effectiveness.

During calls, NLP automatically discovers and analyzes words, phrases, categories, and themes to reveal trends and areas of opportunity or concern. For example, sentiment analysis determines if a Customer Service Representative is stressed, in order to alert a supervisor.

We use speech analytics and telephony data for insight that aids in answering medical, policy, performance, and staffing questions. For example, HighPoint has used these tools to identify a shortage of durable medical equipment in a particular zip code for Centers for Medicare and Medicaid Services (CMS).



Call Transcription: 40 MILLION CALLS transcribed annually to gather customer insight and improve contact center performance



Virtual Agent: Automates basic interactions and seamlessly transfers complex issues to human agents, resulting in **IMMEDIATE ISSUE RESOLUTION** with a human-like touch



Agent Assist: Continuous live agent support that identifies customer intent and sentiment and provides **INSTANT, STEP-BY-STEP ASSISTANCE** through recommended articles, workflows, and more



Speech Analytics: Provides customers with **24/7 FAST, PERSONALIZED, CONVERSATIONAL SELF-SERVICE**

FEATURES AND BENEFITS OF SPEECH ANALYTICS

Provides Platform-as-a-Service for Expanding Artificial Intelligence:

- Available architecture for chat bot and virtual agent features
- Continuous data capture for modeling and predictive solutions
- Scalable to adjust features as needs change

ABOUT HIGHPOINT

Established in 2006 with the sole purpose to elevate citizen experience and promote US diplomacy. From contact centers and training to digital and data services, our team works with Government agencies to efficiently integrate people, processes, and technology that help Government deliver on the needs of its citizens and employees.

Privately held company with offices in Indianapolis, Indiana; Baltimore, Maryland; and Herndon, Virginia.

For additional information, visit www.highpointdigital.com.

UEID	NLXHVL2Z2967
DUNS	03332417
TIN	54-1887277
Cage Code	1P8CO
NAICS	541511, 541512, 541513, 541519 611420, 611430, 611710

CONTRACT VEHICLES

- CIO-SP3 Unrestricted
- MAS Schedule Contract (Includes Professional Services Schedule)
- FCC Application Development Support Services (ADSS)

OUR IMPACT

Our work impacts millions of citizens working with 15+ Government clients.

We help citizens gain access to healthcare, ensure our troops are fed around the world, and connect the world to US diplomacy.



11 MILLION PEOPLE through HUD systems living in multi-housing facilities



2 MILLION TROOPS across 550 global locations through food ordering and receipt system



60 MILLION MEDICARE BENEFICIARIES accessing healthcare



203 MILLION CITIZENS using the Federal banking system daily



8.5 MILLION CITIZENS accessing regulations daily

CORE CAPABILITIES

Integrated services provide efficient outcomes to the Federal Government.

- Contact Center Optimization
- Agile Application Development
- Digital and Media Services
- Data Services
- Training and Knowledge Management

CERTIFICATIONS



CMMI DEV / 3



CMMI SVC / 2

