



ALINE

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Aline is a technology company that provides an integrated software platform specifically designed for senior living communities. The platform offers comprehensive solutions to automate and streamline various operational workflows such as sales, marketing, billing, resident care, and experience management. Aline's goal is to enhance the efficiency and performance of senior living operators while improving the resident experience.

CHALLENGES

- Aline was experiencing inefficiencies in agent proficiency due to manual processes such as pen to paper note-taking and retyping summaries, which the implementation of Agent Assist aimed to address by automating interaction transcription and providing real-time guidance.
- The company faced challenges in scaling its operating efficiency, as it needed to better understand and manage unpredictable inbound demand.
- Aline struggled with a high onboarding time for new agents and only being able to onboard and train 4 agents at a time.

OBJECTIVES

Aline's goal was to optimize their call center operations through the usage of AI in order to improve their customer's experience, increase operational efficiency, and drive business growth. This transformation was crucial for Aline to stay competitive in a rapidly evolving market and meet the changing needs of their customers.

SOLUTIONS

CXponent supported Aline through their Agent Assist evaluation as they aimed to enhance their call center operations. Uniphore's Agent Assist technology was implemented to improve agent proficiency by providing real-time guidance and automating transcription and after-call work, leading to more efficient call handling and better customer interactions. In addition, CXponent identified Agent Assist would support Aline's goal to double revenue by maximizing labor scheduling efficiencies and enabling agents to be scheduled across all brands. These enhancements not only streamlined the agent scheduling process but also provide tools for better management of inbound demand, ultimately enabling Aline to scale its operations more effectively.

BENEFITS

Facilitating Marketplace Education

CXponent supported Aline by conducting marketplace education and tightly coached vendor demos to inform Aline's requirements and roadmap.

Pricing and Legal Negotiation

CXponent assisted Aline through multiple rounds of pricing negotiations, helping them secure favorable terms and pricing for their Agent Assist technology.

Implementation Readiness

Aline was well prepared and ready for vendor implementation, as they were Integrating new technologies into their operations.

Reference

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