

Case Study

How Securus Stabilized High-Volume Customer Service in a Volatile Labor Market

Labor volatility as a threat to service continuity



...When you can provide an economically viable, top notch service and wrap it in a purpose as relevant as Televerde's, you have a company that's in a league of their own.



JOANNA ACOCELLA
Former Vice President of Corporate Affairs, Aventiv Technologies, parent company of Securus Technologies

The Challenge

As demand surged and labor markets tightened, Securus faced growing operational risk. High attrition, workforce instability, and unpredictable call volume made it increasingly difficult to deliver consistent, reliable customer service. This wasn't just about staffing, but an operational resilience problem.

Operating in one of the most competitive contact center labor markets in the U.S., Securus faced mounting pressure:

- Annual attrition exceeding 100%, limiting the ability to retain experienced agents
- An inflexible operating model requiring more than 300 agents
- Call abandonment rates of 27% or higher, with wait times exceeding 30 minutes
- A high-stress environment contributing to inconsistent performance and declining CSAT

Traditional staffing approaches were no longer sustainable, nor capable of supporting the reliability customers required.

Key Results



93% reduction in customer wait times



81% reduction in abandoned calls



10% reduction in average handle time



Nearly 50% reduction in staffing levels



CSAT increased from 2.7 to 4.5



53% FTE reduction

The Objective

Securus sought an operating partner that could:

- Absorb significant volume volatility without degrading service quality
- Stabilize performance amid ongoing labor shortages
- Maintain continuity in a regulated, high-stakes environment
- Scale capacity rapidly without sacrificing efficiency, quality, or control

The goal was to add capacity, but also replace structural fragility with an operating model built for volatility.

The Solution

Televerde delivered a domestic, scalable customer service operation purpose-built for stability, responsiveness, and accountability.

Key capabilities included:

- SLA-driven leadership and performance management
- Highly flexible capacity, enabling rapid scale-up during spikes, outages, or unexpected events
- Real-time routing and performance optimization
- An efficient operating model driven by engagement, schedule adherence, and continuous coaching

Additionally, this model removed dependence on local hiring, allowing service levels to stay consistent even as labor conditions fluctuated.

The Results

The transformation delivered sustained improvement across critical operational metrics:

- **93% reduction in customer wait times**, with ASA dropping from over 30 minutes to under 2 minutes
- **81% reduction in abandoned calls**, from 27% to less than 5%
- **10% reduction in average handle time**, driven by improved proficiency
- **Nearly 50% reduction in staffing levels**, achieved through efficiency gains, not service cuts
- **CSAT increased from 2.7 to 4.5**, reflecting a more reliable customer experience
- **53% FTE reduction**, from 300 to 139

Overall call volume went down as first-contact resolution improved, and operational response time also improved significantly. Required staffing changes could now be activated in under two hours, even during unplanned events.

Securus demonstrated that operational stability is achieved through flexibility, workforce design, and accountability, not headcount alone.

Why It Matters

The result was a customer service operation capable of delivering predictable performance in unpredictable conditions, while reducing risk, improving efficiency, and strengthening customer trust.

Let's talk about **modernizing your operating model** for stability and scale. Call **1-888-787-2829**.