



Stevens Transport Optimizes Call Wait Times from 10 Minutes to 1 Minute with Brightmetrics



Client
Stevens Transport

Industry
Transportation/
Logistics

Location
Dallas, TX

Website
www.stevenstransport.com

Overview

Stevens Transport, a leading family-owned provider of transportation and logistics services, faced frequent complaints from drivers struggling to reach the company while on the road. The company's telephone system offered limited analytics and reporting capabilities, making it challenging to address these issues effectively.

After implementing Brightmetrics, Stevens Transport quickly generated clearer, more actionable reports. The platform enabled the creation of agent performance dashboards that provide real-time updates on call volumes and handling efficiency. These changes brought dramatic results. These enhancements have resulted in happier drivers, better customer satisfaction, and more efficient operations.

About Stevens Transport

Founded in 1980, Stevens Transport is a family-owned transportation and logistics company headquartered in Dallas, Texas. The company operates across the U.S., Canada, and Mexico and manages a fleet of 2,300 trucks and 5,000 trailers. Renowned for its reliability and innovation, Stevens Transport offers a range of specialized services to meet the diverse needs of its customers.

Outcomes

- ✓ Driver wait times decreased from up to 10 minutes to less than a minute
- ✓ Abandoned calls dropped by 20%
- ✓ Overall, agent performance improved by 18%.

“Reporting was fragmented before Brightmetrics. We’ve standardized our reporting and made it more actionable.”

Brendan Birk, Project Manager, Stevens Transport

Challenge

The employees and contractors who drive at Stevens Transport depend on the assistance of 200 agents, including a night team and a group of driver managers. While most agents operate from the Dallas headquarters, many work hybrid schedules, using Stevens-provided desk phones at home when needed.

Handling 8,000 to 10,000 inbound calls and 6,000 outbound calls daily, Stevens Transport faced significant challenges with call efficiency. Drivers often encountered long wait times and inconsistent support, creating frustration. The company's existing automatic call distribution (ACD) solution streamlined call routing, but effectively analyzing and utilizing phone system data for improvements proved difficult. Project Manager Brendan Birk noted that extracting and interpreting data from the Mitel phone system's reporting tools was cumbersome, hindering efforts to optimize call handling and agent allocation.

Solution & Implementation

Stevens Transport addressed these challenges by integrating Brightmetrics into its phone system management toolkit. The seamless integration with Mitel provided immediate access to actionable insights, enabling rapid deployment and minimal downtime. "Reporting was fragmented before Brightmetrics. We've standardized our reporting and made it more actionable," Birk said. By consolidating data, Stevens Transport ensured no critical insights were overlooked, supporting both strategic planning and real-time adjustments.



Brightmetrics also enabled the implementation of real-time dashboards displayed on monitors throughout the contact center. These dashboards provided visibility into call volumes, agent activity, and queue management, fostering accountability and proactive decision-making. Managers could monitor agent performance and make immediate data-driven adjustments, improving customer satisfaction and operational efficiency. Historical analytics further allowed Stevens to uncover trends, benchmark performance, and drive long-term improvements, resulting in cost savings and efficiency gains.

Results

Before adopting Brightmetrics, drivers often faced wait times of up to 10 minutes. With the new system, wait times have dropped to less than a minute, and abandoned calls have been reduced by 20%. Stevens Transport has also seen improvements across all tracked metrics, including call volumes handled, time spent on make-busy, time logged in during shifts, and unanswered ACD calls.

The Brightmetrics real-time insights and easy data access have fostered friendly competition among agents, significantly reducing unanswered calls and boosting overall agent performance by 18%. These improvements have translated into a more positive experience for drivers, whose feedback on social media has become noticeably more favorable. "Drivers are much happier now," Birk said, noting their increased openness to suggestions and best practices.



Wait times dropped to less than a minute



Abandoned calls reduced by 20%



Agent's overall performance boosted by 18%



Conclusion

Brightmetrics has transformed communications between Stevens Transport and its thousands of drivers, improving driver satisfaction and customer experience. Brightmetrics has helped the company optimize operations and deliver superior service by enhancing contact center agent performance and providing actionable insights.

Companies in the transportation and logistics industry that face high call volumes and complex operational challenges can benefit significantly from Brightmetrics. The platform's ability to provide clear, actionable analytics empowers organizations to streamline communication, boost agent performance, and foster better relationships with employees and customers.



Brightmetrics equips contact centers and enterprises with intelligent analytics and reporting solutions to convert data into actionable insights. Our platform supports real-time and historical analysis, improving customer experience by driving strategic decisions and operational improvements. With Brightmetrics, businesses achieve smarter decisions, enhanced efficiency, and sustained growth through comprehensive data insights.