

# REDUCE, REFUSE, REUSE THE SMART WAYS TO SUCCESS

Slashing user authentication volume drivers and non-value adding activities via smart automation, to save big and reduce handling time by 40%.

The client is a US-based multinational mass media company.



# CHALLENGES

The client engagement team faced the below challenges:

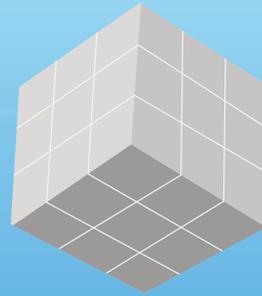
Multi-factor authentication (MFA) volume drivers languished at 42% resolution rates

Password reset and account unlock, the top two call drivers in 45% of the cases

Manual chat monitoring accounted for 100% of non-value add activities

Negative impacts on the deliverables of client employees, partners, and vendors

Imperative to enhance the end user experience



# SOLUTIONS

Infosys BPM conducted a detailed assessment, post which multiple digital transformation solutions were designed and deployed:

- ▶ Upskilled and empowered agents to manage MFA call volumes more efficiently
- ▶ The top two drivers were handled via smart automation processes
- ▶ Adroit team restructuring optimised the time and capabilities of the team
- ▶ A real-time chat monitoring dashboard helped mitigate non-value adding activities



# BENEFITS

Infosys BPM enabled the client to:

- ▶ Reduce handoffs for MFA processes from 82% to 15%
- ▶ Improved the AHT for top drivers by 2.4 minutes



**40%**  
Reduction in handling time



**~\$90k**  
Savings delivered



**90%**  
Enhanced resolution rate



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