

# UP TO SNUFF IN THE NEW WORLD ORDER

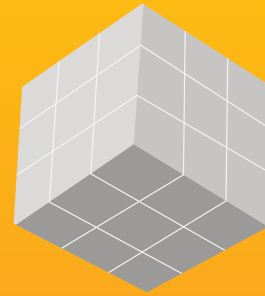
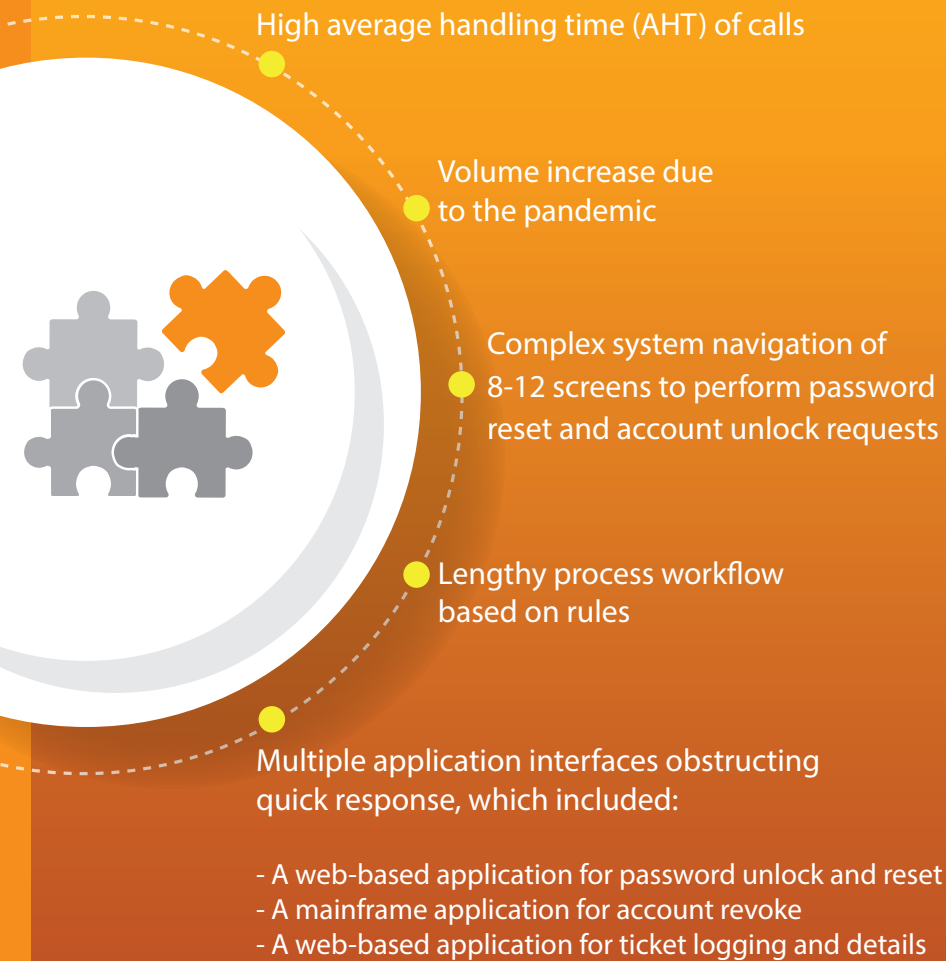
Enhancing work-from-home process efficiency to improve customer service experience.

The client is a US-based global provider of risk management products and services, operating across 21 countries.



# CHALLENGES

When the client's service desk team began working from home, there were delays in answering customer calls. Below are some of the major challenges that the team faced:



# SOLUTIONS

Infosys BPM identified the client's challenges and priorities, and followed the below steps:

- ▶ Deployed AssistEdge Engage, the customer service automation platform from Edgeverve (an Infosys Company)
- ▶ Enabled faster log-in with single-sign-in to all 3 applications, reducing log-in time and providing better management of session time-outs
- ▶ Enabled the agents with unified access to all applications, information, and actions to enhance their productivity
- ▶ Enabled one-click automations for all key process flows, thus freeing up agents to have insightful and contextual customer interactions
- ▶ State of the art visualizations on process performance, further helping the client to drive improvement of the key metrics
- ▶ Targeted demographics to promote self-help

# BENEFITS

Infosys BPM helped the client yield the following results:



- ▶ Enhanced the CSAT score to 96%
- ▶ Boosted the total volume by 25% by facilitating quicker resolution of service requests
- ▶ Reduced the volume of calls by 22% for the same issue by the same callers



**64.5%**  
Reduction in AHT



**63%**  
Reduction in call drivers



**15%**  
Improvement in first call resolution

For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)

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