

Case Study

Client saves \$1 Million through digital CX transformation

The Challenge

Complex and costly support problems:



Excessive AHT



Unacceptable agent time to proficiency



Support disruptions related to new customer self-service application

The Outcome

5% 

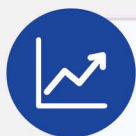
Increase in customer app use within three months.

92.5% to 96.4% 

Increase in quality scores in nine months.

30-day 

Decrease in agent time-to-proficiency within three months.

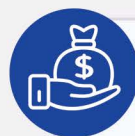


AHT improved more than **95 seconds** within three months

6 months | Reduction by 46 more seconds

9 months | Reduction by 21 more seconds

Total AHT reduction 162 seconds



Client-projected savings **more than \$1 million** annually

Reduced billable hours plus consistent achievement of KPIs and an even better customer experience.

The Initiative

Reduce support costs by promoting digital adoption:



Redeveloped training curriculum



Analyzed voice interactions and digital behaviors



Redesigned technology structure and created new content



Deployed SupportPredict knowledgebase with AgentAI



Aligned transformed toolkit with new SOPs