



Front Office Transformation for a leading regional telecommunications operator

Client Overview

A leading regional telecommunications operator.

Objectives

- To optimize customer service for specific subscriber segments
- To improve efficiency and effectiveness of front office operations
- To reduce cost of customer service desk.

Services

- 24X7X365 Contact Centre
 - Prepaid & Postpaid Inbound
 - Retailer Help Desk
 - Appellate Desk
 - Escalation Desk to handle L2 calls
 - Tele-Verification
 - Complaint Resolution Desk
 - Back Up Site for other Call Centers
- Up to 36,000 calls/transactions per day
- Support to more than 12 million telecom subscribers.

Benefits

- Improvement in call-handling capacity from an average of 7,000 calls per day to 30,000 calls per day
- Reduction in operating costs for contact center
- Reduction in manpower requirements due to faster turnaround time for customer calls
- Improved quality of customer service due to customized service for specific subscriber segments.

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