Reduce Average Handling Time in the contact centre with intelligent data consolidation

Change Driver

Contact centre agents at an electronics manufacturer need to search and collect information from an average of six different applications in order to successfully handle an incoming customer inquiry. This is because they cannot view their customers' cross-channel contact histories.

This results in a very high average call handling time per request, involving many different interactions across different platforms. The contact centre manager wants to improve this whole operation with process optimisation.

Damovo Approach

Damovo developed a software interface exclusively for this customer.

Now, all data about a customer from the various applications is displayed in the user interface. This means that all relevant information is visible to the agents at a glance.

In addition, they can also start all necessary actions from this screen - such as entering missing CRM information or querying the delivery status of a parcel sent to the customer.

All data is automatically updated across all applications in the background.

Customer Value

How the Contact Centre agent benefits

Service requests can be processed much quicker and more accurately thanks to the new front-end.

Data transfer into the existing application landscape is much quicker.

Average handling times are reduced by approximately 30% - giving the agent more capacity to handle other queries.

How the **customer** benefits

Customer service requests can now be processed much faster, which in turn leads to increased customer satisfaction.