

From

20%

5-8min~ Average Handling time
previous to inbox for messages inquiries.

To

10%

Of all call are FCR, across multiple channels.

Business Impact

45%

2-4min~ Average Handling time
After inbox for messages inquiries.

23%*

Of all call solved on FCR,
using inbox

From

01

Alpha Customer
during test phase

To

Business Impact

+1500

New logos after the
public release.

*Clients who have been onboarded during Q2 & Q3 of 2020