

Bots to identify & ...

Advances Queue

Intelligent

Complaints Management Module

Workshop 01



Customer Profiling

- Lifetime customer Case history
- Defined TAT/SLA for all categories
- Clear view of customer profile across all departments
- Closure & Feedback from customers
- A 360 degree view to all users = faster & informative solutions
- One source of truth → Master data capturing all events related to customer → use master data to feed downstream process → build reports & enable prompts

Fast Resolution

- Periodic update to customer
- Reduce TAT
- First Response time in 2 hours
- Full Resolution in 48 hours
- How can we ensure that customer is updated timely

Knowledge base & Policies (Internal + customers)

- How can we train our customer facing staff to be empowered with knowledge & solutions
- Single touch points for refunds
- How might we reduce the no. of departments we have to go for resolution
- Awareness & education to our customer on our processes
- Training to internal teams
- Provision to complaint
- SOP guidelines, policies to be defined
- Auto FAQ learning engine
- Empowerment

Categorizations

