

Saving handle time to increase efficiency



Customer

The customer is one of the leading telecom giants in delivering broadband and other wireline and wireless communication innovations. Operating from America, the customer serves nearly 71 million customers nationwide.

Overview

Mahindra Satyam BPO developed a solution chain for technical support of a leading telecom giant. The tool helps arrange the content in such a fashion that it forms a sequence independent of varying comprehension ability of Associates. This solution has created an issue-centric learning environment leading to reduction of learning curve on the floor, thereby impacting positively defined SLAs.

Business Challenge

- Entire content was being used with the help of “Boolean data type”
- Complexity in converting a specific call scenario and its related text into questions resulting in another pre-defined scenario

- Confusion and uncertainty in selecting any given option
- Too much time spent on opening other tools
- Incorrect call log and too much time spent in writing steps

Mahindra Satyam’s Solution

- To overcome the Boolean challenge, the screen was divided into two halves. Left hand side listed the steps to be performed and right side gave the explanation, and pop-up appearing from “Tech-Help” for the help. This pop-up was not the full web page; it was just the required information for that step
- On the time spent in opening tools, all the troubleshooting related tools were embedded
- A “copy to clipboard” creates a log of all the steps performed for a particular call, and an Associate just needs to paste (Ctrl + V) in “remedy window”
- Entire activity was supported by a CBA (Cost benefit analysis) performed by the Technology Group (Network & Systems)

Helpdesk Practice

Case Study

Benefits

- Improved results in the first new hire group conducted using the solution by 2 minutes (approx)
- Enhanced results of Production Simulation of the same new hire class trained using the solution chain by 5 minutes (approx)
- Better results of Bridge team on the floor by 3.5 minutes (approx)
- The overall improvement grid in terms of Average Handle Time (AHT) for all the three groups has been 3.42 minutes

At Mahindra Satyam BPO's Helpdesk practice, we offer integrated L1, L2 and L3 global enterprise technical support across applications. Services are rendered across a range of media including voice, e-mail and web. We have a cumulative experience of 11 customers, with over 35 million minutes of talk time serving customers across industries, geographies and languages. Our teams have expertise in handling all kinds of ticketing and CRM tools. Currently, over 1300 Associates across B2B and B2C support streams offer services to customers 24x7.

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