

Case Study: Follow Up Automation (National Department Store)

The Challenge:

The increasing volume of following up with non-responsive users became an issue for the client. There was a need for an automated solution to send reminders, close tickets and resolve requests to users unresponsive to agent contacts.

Solution:

Our digital workers log in and search for active tickets that have stopped responding to polls. After finding an unresponsive ticket, the digital worker sends a reminder to the user, resolves the case and closes the ticket.

Results:

Reduced the manual handling time from 4 minutes to 20 seconds per ticket. 81.2% of tickets were processed without any manual intervention. Annualized costs savings of 25K.

