

CASE STUDY

How a Professional services company realized \$44k annualized savings for a Bill Entry Process



Client Overview

A multinational operations management and analytics company with 30,000+ employees deployed across globe services clients in multiple industries including travel, logistics, financial services, among others. The company works with one of the largest LTL, freight and logistics companies of North America, with an asset size of more than \$1.5 billion.



Key Challenges



Boost Productivity



Maintain Quality

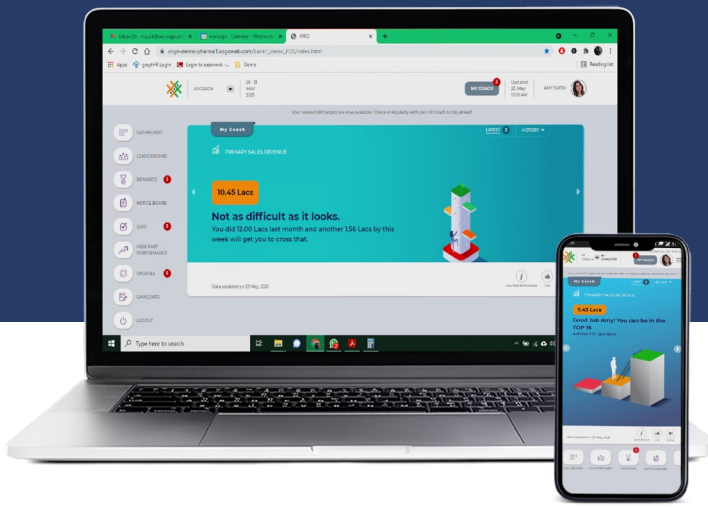


Improve Client Complaint Score

Management for the transportation process wanted to increase team productivity by helping agents to adapt to remote/hybrid working conditions.

The management wanted to assist the performance of the agents working remotely to maintain and enhance performance, sustain efficiency and maintain existing error rate. The primary goal was to make sure that agents deliver real-time, efficient customer support and minimize the client complaints.

Keeping their focus on efficiency and productivity, management wanted to build a more **Engaged** and **Motivated** team.



Nudge Coach Deployment

The bill entry process team deployed worxogo Nudge Coach. Based on the Nobel prize-winning concept of Nudges, the coach nudged agents to audit their data for accuracy consistently.

worxogo Nudge Coach understands each agent's motivations and nudges them daily on their KPIs. These behavior-shaping nudges oriented the team to adhere by the time and quality benchmarks and improve their performance.

Daily personalized nudges helped the agents to boost their accuracy and improve their average handle time. Daily communication with managers helped agents get personalized coaching insights in real-time while regular performance updates helped agents to focus on continuous and consistent productivity.

Managers got a bird's eye view of their teams' performance and using a proprietary 2-click method they were able to focus on coaching each individual agent based on their performance and motivation at context. Nudges and insights helped managers drive key behaviors that led to an improvement in scores for the end client.



The Outcome



With the deployment of worxogo Nudge Coach, the customer service team became much more productive with more billers hitting the benchmark. The Nudges allowed managers to coach underperformers on regular basis and improve their productivity.

The highly engaged agents resolved higher volume of cases with higher accuracy. With additional 263 bills processed per agent per month, the team exhibited exceptional performance productivity. The agents ensured value addition for the Logistics giant as well as the end-consumer.