



EMAIL MANAGEMENT CBIC (GOVT. BODY)

CLIENT PROFILE

Our Client is a government body which provide Importer and Exporter customer support through voice and non voice channels.

BUSINESS OBJECTIVE

Structured Email Management within TAT

WHAT DID WE DO?

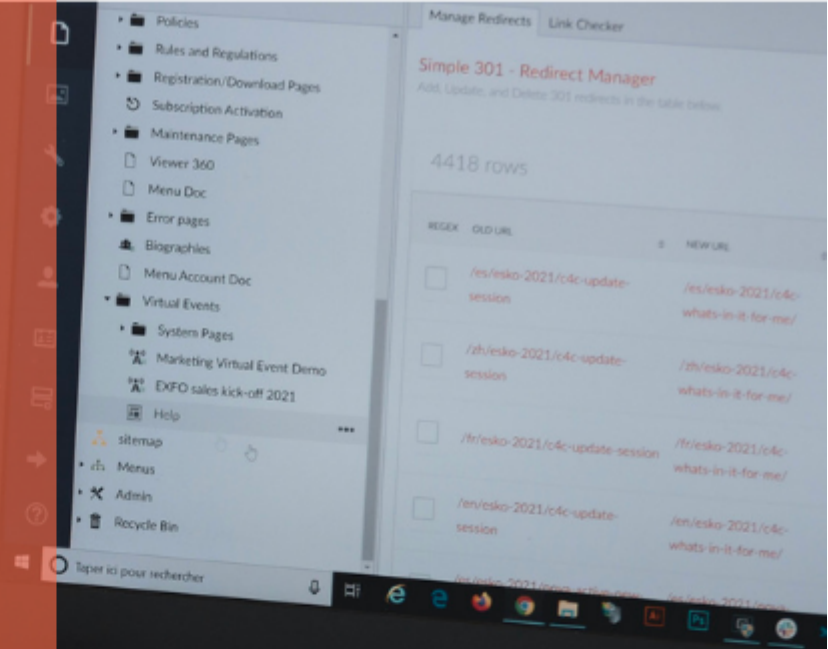
Email engine launched

Automatically tracking of emails through API on Email engine

Queue created for Real time tracking of pendency

WHAT DID WE DO NEXT?

Real time analysis on emails



RESULTS

TAT Reduced from

74 mns to 18mns

Email Volume decreased by

25%

Pendency decreased from

17% to 0.04%

Email Answering TAT

