

IMPROVING CUSTOMER SENTIMENTS THROUGH REDUCING REOPEN TICKETS – CBIC (GOVT. BODY)

CLIENT PROFILE

Our Client is a Government firm which provide Importer and Exporters Customer support Via Voice and Non-Voice channels

BUSINESS OBJECTIVE

Reopen Cases Leading to Negative Sentiment

WHAT DID WE DO?

Voice OBD initiated on Closed cases asking rating on the solution

Lesser rating cases Immediately attempted and closed

WHAT DID WE DO NEXT?

Customized Training on gaps Identified with Team Members

RESULTS

Average Call Volume decreased from

1068 to 680 ↓

between September and November 2022

Average Negative sentiments decreased from

86 to 17 ↓

Reopen Cases decreased from

1.30% to 0.97% ↓