1POINT1

FINTECH:
PAYMENT GATEWAY

Problem Statement

- First Response Time over 22 mins

- Overall Resolution time over 47 hours

- Average Response time over 1 hour 38 mins

- Inconsistent follow-ups leading to high resolution hours

- Grievance cases have higher TAT as compared to normal tickets

Problem Scope

Manage end customer communication to resolve issues with the payment gateway. Outcall customers and send email once issue is resolved

Our Solution

Process mapping

Dedicated teams created for Assignment, First Response Time and Outbound calling

Score cards created for each activity to track efficiency

Study conducted on ticket arrival pattern to ensure timely scheduling and staffing basis requirement

CRM configurations to ensure proper workflows are created for better hand-offs from one team to another

97%
Improvement in the first response time

70%
Improvement in the average response time

57%
Improvement in the average resolution hours

25%
Reduction in the workforce passed to client