



Enhancing Customer Experience and Efficiency for a Global Tech Leader

Top global technology company providing B2B and B2C products, committed to supporting all their products regardless sold directly or in-directly.

CHALLENGE

The company needed an effective way to connect their data to uncover opportunities for personalizing agent training. The goal was to reduce case handling time and improve the overall customer experience.

OUR APPROACH

- Implemented Post-Transaction Feedback: Gathered insights directly from customers after their interactions.
- Connected Customer Cross-Channel Journeys: Integrated post-transaction feedback with data from various customer touchpoints.
- Data Analysis and Recommendations: Analyzed the collected data to deliver personalized training programs tailored for different agent types to optimize case handling.

OUTCOME

In just over 2 years we achieved remarkable results:

- 25% Improvement in First-Contact Resolution
- 20+ Point Increase in Customer Experience

CLIENT TESTIMONIAL



“I’m often asked who we work with to identify and execute our creative leading-edge CX initiatives. I am always happy to share that ONR's bespokeCX is that team.”

James Varnado,
Global CX Manager

Ready to Transform Your Customer Experience?
Discover how bespokeCX can help your business achieve similar success. Book a demo today!