

Driving NPS for a customer service process of one of the worlds largest new age travel company in the US

The team that was using the worxogo's product was an onshore team in the US

The impact seen by the usage of the worxogo's product was in the following areas

- The improvement in the NPS was by 10 points
- 6% of the total population of agents became super achievers
- The usage of the knowledge management tool went up by 2.5 times
- There was an increase in the overall performance for 25% of the agents