

IT infrastructure support team of global top 3 Tech company in India

The challenges faced were in the areas of SLA Slippage, hop ticket and inconsistency of the team on TAT

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

- There was a 5% improvement in SLA
- 12% of the total population of agents became super achievers
- 6% increase in the First Time Rights
- 50% of the agents became more consistent and their productivity improved