

Billing Support Team for a larger transport and logistics provider in India

The challenges were in the areas of average handle times, number of bills processed and focus on accuracy

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

- There was a 20% increase in bills handled
- The average handle time reduced by 27%
- There was a 13% improvement in secondary accuracy percentage
- There was a 35% reduction in average break time