

Improvements seen across processes by one of the worlds Largest BPO's

The improvements are from different processes from back office support Voice as well as non voice

- 24% improvement in the achievement scores
- 45% reduction in average handle times
- 49% reduction in average handle times
- 46% increase in monthly utilization time
- 80% reduction in escalations
- Overall productivity improvement by 18%
- Improvement in bills processed per hour by 12%
- 12% reduction in average handle times
- 24% improvement in schedule adherence
- Accuracy improvement by 22%