

Web Content Management for Leading Telecom in the UK

CASE STUDY



INDUSTRY

Communication



CUSTOMER

The Client is the 4th largest Telco Service Provider in UK. It provides pay television, telecommunications, Internet access, and mobile network services to businesses and consumers



SCOPE

Web Content Management

BENEFITS

\$119K

Annual Savings

75%

AHT Reduction

8.02%

Reduction in
human efforts

18%

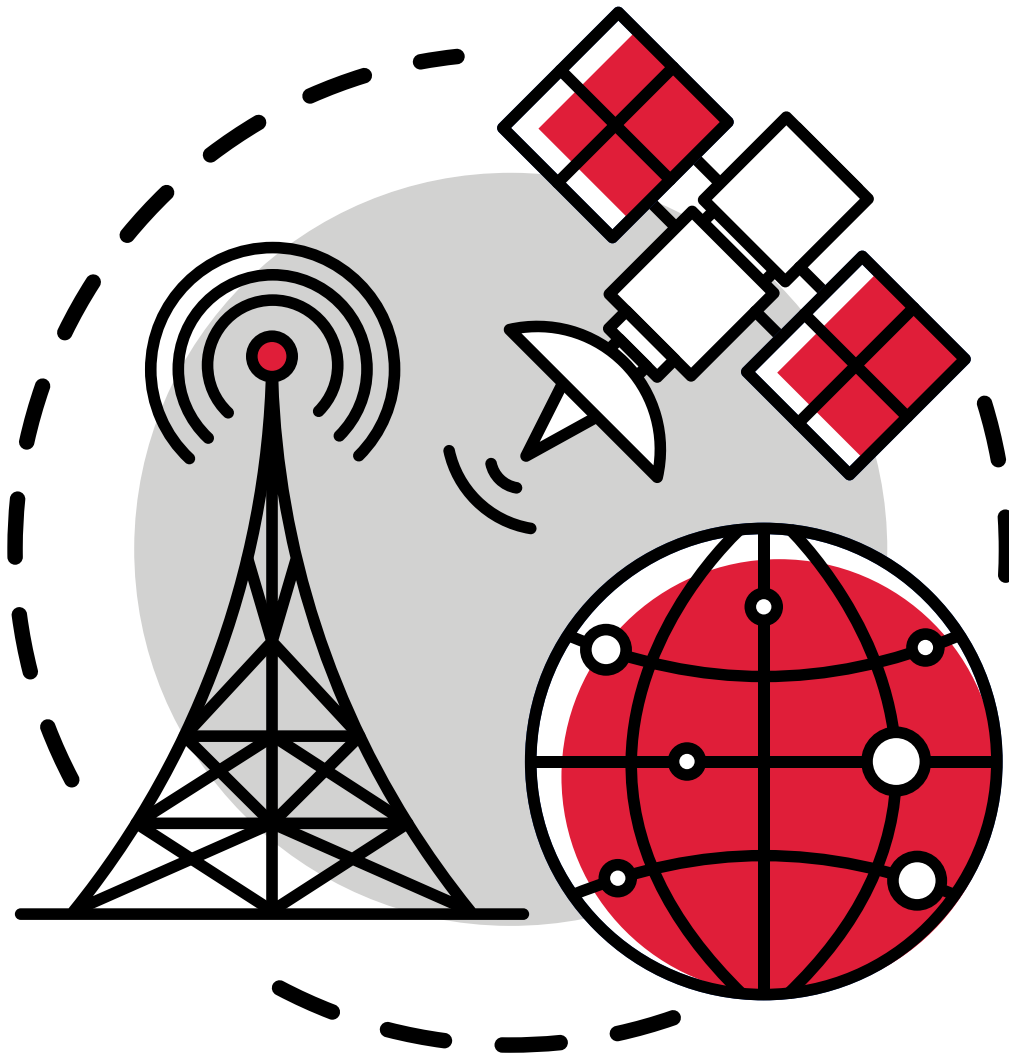
Improvement in
Voice of Customer

BUSINESS CHALLENGE

- Manual Tracking of Daily Request Data
- Data then needs to be collated in set format and sent to the Team Leader, manual intervention makes this a time consuming task
- No data recording done for Average Time taken to Process Order
- No data tracking available for other modes such as Idle Time, Break Time or Floor Occupancy Data

SOLUTION HIGHLIGHTS

- Designed a tool with following features: (BARON - Master Monetizing Tool)
- Captures the order start time and end time
- Capability to find out the Idle System
- Automatically sends daily productivity of associates via email to the reporting manager
- Tracks associates break times and sends data to the TL



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