

Large UK Telecom provider transforms customer service operations and improves AHT by 70%



Summary

The customer is a large UK telecom provider servicing telephone and broadband networks across the UK. It serves over 30 million homes and businesses across the UK, providing network access to a wide range of internet service providers.

However, serving such a large customer base brought with it several operational and service challenges, such as complex and manually intensive processes, disparate applications and long cycle times, resulting in poor customer experience. What was needed was a unified approach that leverages intelligent automation and other AI technologies to speed up and streamline operations and improve customer service experience. That's where EdgeVerve AI Next played a transformative role.



Business Challenge

The customer was faced with multiple challenges while servicing its growing customer base, such as enabling customer service agents with timely and accurate information across systems and profiles. For instance, its 3500+ agents were using 150+ applications, across 100+ user profiles, for servicing customer requests. Further, the manually intensive processing of service requests led to high average handling time (AHT), increasing errors, high operating costs, and dissatisfied customers.

Solution

The customer identified **EdgeVerve AI Next, a unified AI platform, to streamline and transform their operations.** It transformed customer service operations with a multi-pronged approach.

It automated and streamlined over 200 complex processes. The approach involved deploying 200+ unattended bots that processed over 5 Mn annual transactions and 4,000 attended bots, that helped in servicing clients quickly and contextually.

This was made possible by EdgeVerve AI Next's capability to integrate data across the 150+ applications and bring unified information onto a single dashboard, enabling agents to access relevant and accurate data based on their roles. Not only did this eliminate agents' swivel chair phenomenon, but it also provided them with contextual and real-time information.

The platform also streamlined and automated front-end and back-end operations, reducing the average handling time (AHT) from 30 min to 9 min and significantly improving customer service and experience.



Benefits delivered

EdgeVerve AI Next brought in significant business value, including –



Transformed operations – Streamlining complex front-end and back-end processes and automating service requests, resulting in efficient operations across functions.



Improved service and experience – Enabling real-time, accurate, unified information across applications, led to improved quality and consistency of agent experience and customer service. It also improved compliance by ensuring a 24-hour SLA adherence for all requests.



Amplified workforce potential – Integrating data across applications, resulted in saving ~60,000 hours annually, which meant agents could be re-assigned for high-value tasks such as cross-sell and upsell. It also provided contextual data which helped agents offer personalized solutions and recommendations to customers.



Reduced AHT from **30 mins to 9 mins** per request



Saved ~60K hours annually, enabling freeing-up and reassigning agents for high-value tasks



Improved compliance by ensuring adherence to a **24-hour SLA** for all requests



To know how EdgeVerve AI Next can transform operations and unlock business value hidden in your processes, write to us at -

contact@edgeverve.com



EdgeVerve AI Next, part of Infosys Topaz, enables the scaling of Applied AI across the enterprise. Built from the ground up to leverage the power of Generative AI, this unified platform bridges silos in people, processes, data, and technology to drive transformation in business operations. EdgeVerve. Possibilities Unlimited.

<https://www.edgeverve.com/ai-next/>



About EdgeVerve

EdgeVerve Systems Limited, a wholly-owned subsidiary of Infosys, is a global leader in developing digital platforms, empowering clients to unlock unlimited possibilities in their digital transformation journey. Our purpose is to inspire enterprises with the power of digital platforms, thereby enabling our clients to innovate on business models, drive game-changing efficiency, amplify human potential, and foster a connected ecosystem. Our comprehensive platform portfolio (EdgeVerve AI Next, AssistEdge, XtractEdge, and TradeEdge) across Automation, Document AI, and Supply Chain helps inspire global enterprises to bridge silos in people, processes, data, & technology, discover & automate processes, digitize & structure unstructured data, and unlock the power of the network by integrating value chain partners. With a deep-rooted entrepreneurial culture, EdgeVerve's innovations are helping global corporations across sectors such as financial services, insurance, retail, consumer and packaged goods, life sciences, manufacturing, telecom, utilities, and more.

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