CASE STUDY

QX MAILERDESK

Improved efficiency & reduced TAT with customer query consolidation

BUSINESS CHALLENGE:

Due to a an inbound query average of more than 10,000 emails a month, a leading recruiter found it extremely difficult to organise, search and reply to inbound queries, hampering customer/vendor communications significantly.

SOLUTION HIGHLIGHTS

- More than 90 emails configured for 100+ users to streamline email query management

- Enhanced process and resource efficiency by providing real-time visibility on ticket backlogs

- Set up timely reminders for open actionable items, thus reducing dependency on personal inboxes

- Implemented unique ticket IDs to improve traceability

- Facilitated advanced reporting via real-time statistics

FEATURES

96%
Rate of customer satisfaction

92%
Reduction in SLA violation

83%
Reduction in ticket resolution time

0%
Ticket left out chances