

CASE STUDY - AIRLINES

Client: Ukraine's leading Airlines

Period: Jan 2015 – present time



Customer request

High demand on skill set of an agents so they are able to learn air language and cypher, to work with online ticketing systems (Amadeus, Gabrielle) and big data streams under a time pressure, unpredictable workloads and shifts.

Quick hiring, training and integration with customer systems, further operational management and infrastructure support.

Our service provided

Team of 50 agents and full quality control:

- Monitoring of calls
(estimation according standards, completeness and data accuracy)
- Agents regular assessment according following criteria:
Handling Time, Competence, Proactive Position, Caring about Customers, Result driven approach.

Results:

- ✓ Improvement of AHT and SL
- ✓ Growth of Customers Loyalty
- ✓ Increasing sales of Additional Services

A large, faint background illustration of a customer service agent at a laptop. The agent is holding a magnifying glass over a bar chart. Surrounding the agent are various icons: a gear, a key, a smartphone, a document with a checkmark, and a percentage sign.

The quantity of processed calls increased by 417%