How a grocery company reduced AHT by 26% by improving expert communication

Who is the client?

The client is an American grocery delivery company offering seamless shopping services in the United States.

Business challenges

The client needed to accelerate communication with shoppers to:

01 Reduce Average Handle Time (AHT)

02 Boost First Call Resolution (FCR)

03 Improve C-SAT

The solutions

TP implemented an AI-powered accent softening tool to help improve expert performance and communication clarity.

Conducted in-depth QA data analysis and call listening sessions to pinpoint patterns of communication struggles

Deployed the AI tool directly onto experts' desktops, integrated with the call recording system, to soften TP experts' accents in real time

Enabled smoother, more effective interactions between experts and U.S. shoppers

Real results

By enhancing QA processes and utilizing an AI accent-softening tool to mitigate communication barriers, the solution significantly improved customer comprehension and elevated the overall customer experience.

25% REDUCED AHT

89% IMPROVED FCR TRENDING SCORE

86% IMPROVED C-SAT TRENDING SCORE