

Elevating CX and employee satisfaction through data analytics and process improvements



Client profile

This leading provider of integrated mobile and communications solutions also delivers digital entertainment services to customers in the Netherlands.

Business challenges



VodafoneZiggo wanted to elevate customer service delivery and improve employee satisfaction

Solutions implemented



TP's proprietary T.A.P. methodology for business transformation applied intelligent technologies, advanced analytics, and process improvements to improve service delivery and employee morale



In-depth analysis identified gaps in employee process knowledge that were addressed via training enhancements



Speech analytics helped to create a call database that was utilized to drive performance analysis and improvement



Ziggy the chatbot was introduced to automate responses to simple customer queries

Real results

Ongoing data collection and analysis drive continuous operational improvements

4.9%

INCREASE IN
FIRST-TIME FIX RATE

4%

DECREASE IN
TRANSFER RATE

5.5%

DECREASE IN AVERAGE
HANDLE TIME

74%

OVERALL EMPLOYEE
SATISFACTION