



Client Spotlight

Flying higher during unprecedented times



Business Challenge

Based in the UK with routes across the UK and Europe, the client faced operational challenges due to the pandemic, including:

- New work models that generated greater than **2 million in back-office volume**
- Parallel **pressure on CX, Voice & Email escalation desks**



Solutions

Training and Quality

- **~700 FTE's** upskilled/cross-skilled across queues to achieve business objectives
- **Cross-skilling** of agents with **a minimum of 6 queues**
- **24/7 remote support** extended
- **Risk Mitigation** – Detailed FMEA activity conducted through evaluation of impact, severity and detection

Operational Rigor

- **Global Footprint** - Second site setup with **200+ FTEs** with less than **15 days**
- **Multi-skilled agents** leverage
- Proactive, real-time resource movement between back-office and front-office –Customer service and escalation desk to ensure SLA management

Smart Solutions

- **Noter Tool** reduced **20%** documentation errors and time
- **Booking Aide** to support new booking
- **Digital Floor Walker** for remote support
- **Learning Management Systems** with real-time changes in policy and restrictions
- **PEX** projects to reduce TAT, AHT

Benefits



**£0.1M
saving**

in reducing
TAT & AHT

**25%
reduction**

in process time with
bulk comms process

**£80M
saving**

through
Digital Floor Walker

**Improvement
by 30%**

on AHT on
new booking calls

**1.8m refunds
& 1.4m vouchers**

Reduced from
90 days to **30 days**