



A consumer electronics leader delivers a 26% improvement in NPS

Who is the client?

The client is a leading consumer electronics company based in the United States.

Business challenges

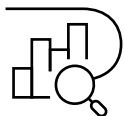
The client aimed to boost their net promoter score (NPS), through:

01 Clearer communication
Reducing background noise and softening expert accents for better communication.

02 Lower average handle time (AHT)
Reducing interaction times to improve customer experience

The solutions

The AI solution elevated the overall customer experience by ensuring clear and effective communication.



QA audit to pinpoint experts with accent-related NPS issues



Real-time AI accent softening integrated into call recordings



Pilot and user acceptance testing (UAT) to ensure natural voice output

Real results

The client’s customer satisfaction improved with the AI-powered tool.



26%

IMPROVEMENT IN NPS



11%

REDUCTION IN AVERAGE
HANDLE TIME (AHT), SAVING
1.5 MINUTES PER CALL

“The customer experience expert communicated extremely well and was able to resolve my issue.”

A consumer electronic client