

Transforming Customer Experience and Operational Efficiency

The Challenge



Problem: Inconsistent customer service response times, leading to customer frustration.



Inefficiencies: Slow claims processing, manual systems, and operational bottlenecks resulted in delayed resolutions.



Customer Complaints: Customers expressed dissatisfaction with the lengthy process of resolving claims and contacting support.



Business Impact: These inefficiencies led to declining customer satisfaction and threatened customer retention.

The Solution



Talent Acquisition & Staffing Strategy

Sourced and trained customer service representatives with expertise in home warranty services, ensuring knowledgeable and empathetic support.



Technology & Process Enhancements

Introduced AI-driven tools to automate common inquiries, reducing the volume of basic queries and improving efficiency.



Operational Improvements

Optimized scheduling and staffing to handle peak call times, ensuring prompt responses during high-demand periods.



Training & Development Initiatives

Developed specialized training programs for agents to handle complex cases more efficiently and maintain high levels of customer satisfaction.



Compliance & Security Measures

Ensured that all customer interactions met industry standards for privacy and data security.

The Results

KPI's	CLIENT KPI	Internal KPI
IB BPO CPH	5	5.7
Agent 5 Star	4.65	4.79
Agent Clarity	4.62	4.75
NPS	4.3	4.55
TSF Collection	98%	99.00%
Attempt to Save	95%	100.00%
Invalid Sales Transfers	<5%	0.00%
Expedited Dispatch Accuracy	98%	95.45%
Callback Compliance	98%	98.57%
Research Entry - Speech	98%	100.00%
Response Rate Outlier	<10%	0.00%

KPI's	Target
% to Written Goal (Monthly)	100%
Fund Rate	93%
Total CVR Rate Contacts	30%
Dials per Hour	15
Delivered FTE Commit	100%
Orders/FTE	22.75