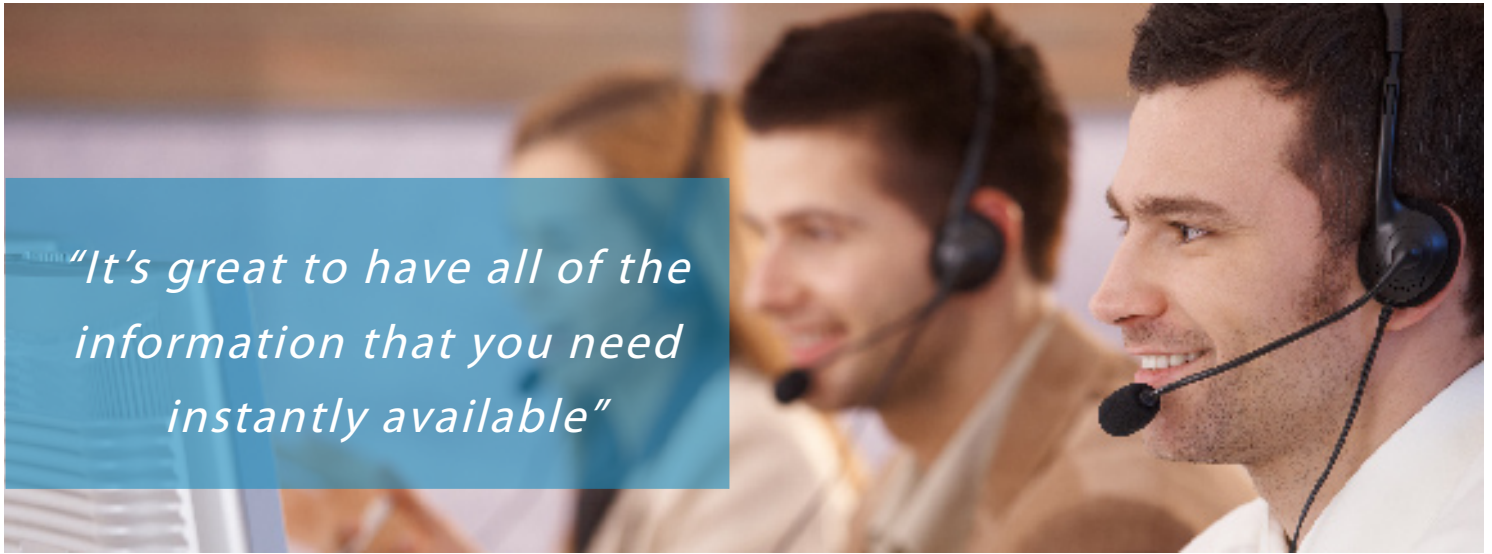


Get The Best From Your Technical Support Team



"It's great to have all of the information that you need instantly available"



The Customer

QSAT are a broadband provider specializing in rural broadband in Ireland and the UK.

They offer specialist satellite and wireless broadband for areas poorly served by wired broadband. In addition, they also provide DSL and metro broadband service.

Objectives

Ensure Consistent Excellence

Reduce Technical Escalations

Reduce Call Handling Time

Provide Updated Information

THE CHALLENGE

QSAT needed:

1. A way to guide agents through technical support challenges consistently, which could be updated quickly and easily as needed.
2. A means to provide their staff with complete, current and up to date information on service issues.
3. A way to reduce inappropriate escalations and avoid costly service engineer site visits.
4. An easy way for agents to keep each other up to date with new and emerging issues.
5. Analytics to help to understand the call drivers.

THE SOLUTION

LearnLode provided QSAT with:

1. A decision support and scripting application tool that was lightweight and easy to use. This could be updated instantly by the team lead in response to customer issues and changes.
2. An easy to manage knowledge base that could be updated quickly.
3. Comprehensive logs of customer interactions which helped ensure all escalations were appropriate and documented clearly.
4. Built in social collaboration so agents could quickly share solutions without the need for a separate email system.
5. Powerful analytics to give a real time picture of support desk.

Study Results

The LearnLode infrastructure allowed QSAT to ensure that all agents were dealing with technical issues consistently and thoroughly. It also allowed them to verify that all diagnostic steps have been completed and that technical support escalations were appropriate. This resulted in reduced call handling times, providing faster customer service and an improved customer experience. LearnLode also provided full visibility for managers across all aspects of the system including system engagement and agent performance.



**25% Reduction in
Average Handling Time.
19% Increase in Productivity.**

Customer Feedback

"It's great to have all of the information that you need immediately available."

"Tier 2 support can see exactly what happened during the call."

"It's a very visual system which makes it so easy to use."

"It has greatly simplified the process of collecting information at the end of a call."

"It was very easy and straightforward to create the decision trees and workflows."

"I love using the system, the only thing that it doesn't do for me is actually answer the call."

Customer Benefits

- Allowed consistent excellence of customer service for all agents irrespective of experience.
- Simplified the existing process for agents.
- Reduced call handling time by increasing agent efficiency.
- Provided clarity to Tier 2 on issues encountered.
- Reduced unnecessary escalations as technical steps could be verified.
- Allowed system integration with instant access to all relevant documentation.
- Team found that the clear attractive visual interface made the system easy and enjoyable to use.