

STUDY CASE



THE BUSINESS CHALLENGE

The team was looking to upgrade its current sales and customer service platform to provide its call center agents with capabilities like case management, chat, email response, and the ability to integrate various billing and operation systems.

OUR APPROACH

We provided them with customer service and call center prototypes. Features like chat, email automation, enhanced reporting, case management, and integration to the back office customer and billing database was integrated seamlessly into the Shentel procedures and would become an integral part of their operations infrastructure.



THE OUTCOME

The transformation of Shentel's call center into a next-gen contact center ushered their customer service to a new level of engagement and satisfaction. Call and email handling capabilities have dramatically increased and the number of cases being handled has gone increased by 20%. Customers of Shentel are increasingly engaging through user portals and Shentel now has the bandwidth to communicate.

TECH STACK



service cloud

