SENSIPLE
innovative minds, empowered by passion

Knowledge Monetization

Monetize your customer/ employee support

Case Study

The Challenge

‣ A unified service desk platform to handle employee requests across the globe.

‣ Provision to manage chat services and ticket management simultaneously.

‣ Real time language translation.

‣ Agents Call back Notification.

‣ Relevant information for agents to make better decisions on service requests.

Our Solutions

‣ Unified window - Teams Chatbot integrated with ITSM tool.

‣ Intelligent Chat Routing.

‣ Enabled Call back option based on agent availability.

‣ Provided Knowledge Assist for agents on relevant service requests.

‣ Microsoft Language translator.

‣ Real-time Dashboard.

‣ Integrated Web chat widget within their employee service portal.

Outcomes

‣ High agent productivity.

‣ Faster resolution rate on using Knowledge Assist.

‣ Reduced Average waiting time.

‣ Real-time translations enabling agents to efficiently handle service requests from users communicating in other languages.

‣ Efficient same queue reconnect feature for dropped calls with chat history.

‣ Live Session monitoring.

‣ SLA and agent-based reports.

Implementation Highlights:

‣ ITSM Integration

‣ Enabled Chatbot and Web chat

‣ Language Translator

‣ Hosted Implementation

‣ Implemented within 4 weeks