



## Business Challenges

Current seasonality demands an aggressive ramp up which generates the necessity of 60% FTE increment per year.

During most volume-challenging period of the year, over half of operational population are new hires

- KPI performance challenge inherent to learning curves
- Demand of several floor support hours to assist new hires
- Massive waiting hours (when multiple new hires are asking questions at the same time)

## Client Profile

**Industry:** Technology – Health Federation



## Solution Delivered

- Deploy digital assistant to share training content with augmented efficiency.
- Take out repetitive and reactive workload from supervisors
- Capture valuable and robust data to pinpoint training improvement opportunities.
- Operation's self managed solution – continuous improvement assurance (90%+ resolution capabilities according user's feedback)
- Efficient determining-need capability through Natural learning understanding
- Flexible solution with high adoption from new hires.



## Benefits Delivered

- **28% CSAT improvement in all 2021 new hire classes**
- **14% AHT Optimization during new hire's first 3 months in operations**

