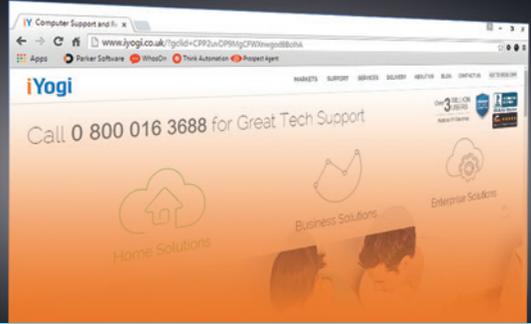


WhosOn™

Track - Chat - Engage



Sector	Contact centre
Requirement	To reduce fault resolution times and expand available contact methods.
Solution	A diverse digital engagement suite which drove customer satisfaction up to 95%.

Bringing iYogi closer to their customers

iYogi offers remote technical support to 3 million customers in 11 countries across the globe. Its 4000 tech experts respond to some 20,000 service requests a day – meaning that resolution times have to be swift. WhosOn made them swifter.

The results

iYogi is on a rapid growth curve and was looking to build momentum. They were searching for an all-encompassing solution that would improve customer satisfaction, fault resolution times and employee productivity. Already offering connectivity with technical specialists within 60 seconds, WhosOn had the capacity to speed up communications even further.

With WhosOn, iYogi could offer instant resolutions onsite – without the need for users to pick up the phone or launch their email providers. Operators could deal with multiple chats at once, boosting service as well as

“ Fault resolution rates increased to 86% and customer satisfaction is up to 95%; these are some of the highest published rates within the computer support industry. ”

iYogi

efficiency. And importantly, WhosOn's systems compatibility meant that chat transcripts were automatically synced into client CRM records – helping save time, streamline operations and improve customer relationship management.

Customer satisfaction was key. iYogi was keen to offer the full range of modern contact methods to allow customers to choose the channel most convenient to them. WhosOn didn't just complement iYogi's offering; it completed it.



We're bringing your business closer to your customers

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Think Automation is the market's most intelligent business automation solution. It performs a myriad of complex tasks to deliver one simple result: efficiency. Think Automation takes email messages, database records, social feeds and web forms and runs multiple actions on them based on triggers. No more errors, no more costs, and no more time wasted.

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