CASE STUDY

Fortune 500 Healthcare Company Revamps Global CX Operations with Unified Command Center

A global healthcare provider faced operational challenges from using too many disparate systems across its customer service operations. The Global Operations Director, let's call him Gary, shared, "We had many unanswered questions and unresolved issues within the operational environment which posed significant financial and reputational risk to the business. Our customer experience and operational efficiency both needed attention."

The Problem

Key operational reporting metrics were difficult to attain using existing tools. The organization was faced with challenges to operationalize data in a framework that puts decision making and control at the fingertips of the operations teams. The company was slowed down by data silos causing delays in generating insights with no way to effectively drive actions in a proactive manner. Going from hypothesis to answers was cumbersome. Operations relied on numerous global and regional platforms, each handling different aspects of customer service management. Important data was scattered, structured, unstructured... everywhere. Access to real-time insights was non-existent, as they were stuck in a cycle of manual splicing and dicing of historical data.

The Vision

Gary wanted the control of a centralized hub to oversee all operations. He explained, "We wanted more than just data collection and endless reporting; we needed to detect real-time insights that help us identify problems and act faster."

The Solution

Gary's team implemented a centralized command center using SuccessKPI's advanced AI workforce engagement platform. This wasn't just another information desk. It was a new operational framework established to bring multiple existing systems into a unified view "single pane of glass" empowering contact center operations with action-oriented, real-time insights, and action methodology.

The Command Center transformed their operations with:

- **A Single Source of Truth:** Real-time performance metrics and insights from a single, reliable source.
- **Faster, Better Customer Support:** With automatically detected and alerted insights, frontline teams respond faster and more consistently, improving customer satisfaction.
- **Efficient Operations:** Removing redundant tasks and consolidating systems simplified processes.
- **Proactive Insights:** Real-time deep intelligence spots emerging trends and operational issues quickly, alerting the right people with the right information at the right time, enabling more agile decisions.
- **Bolstered Compliance:** Standardized workflows made regulatory reporting easier, reducing audit preparation time and improving compliance.

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The Results: Ready for the Future

For Gary's organization, the command center has done more than simplify operations—it has transformed customer and employee experience. By reducing complexity and giving the right information to the right people at the right time, Gary's team can meet the demands of their global healthcare customer service strategy.

USE CASE

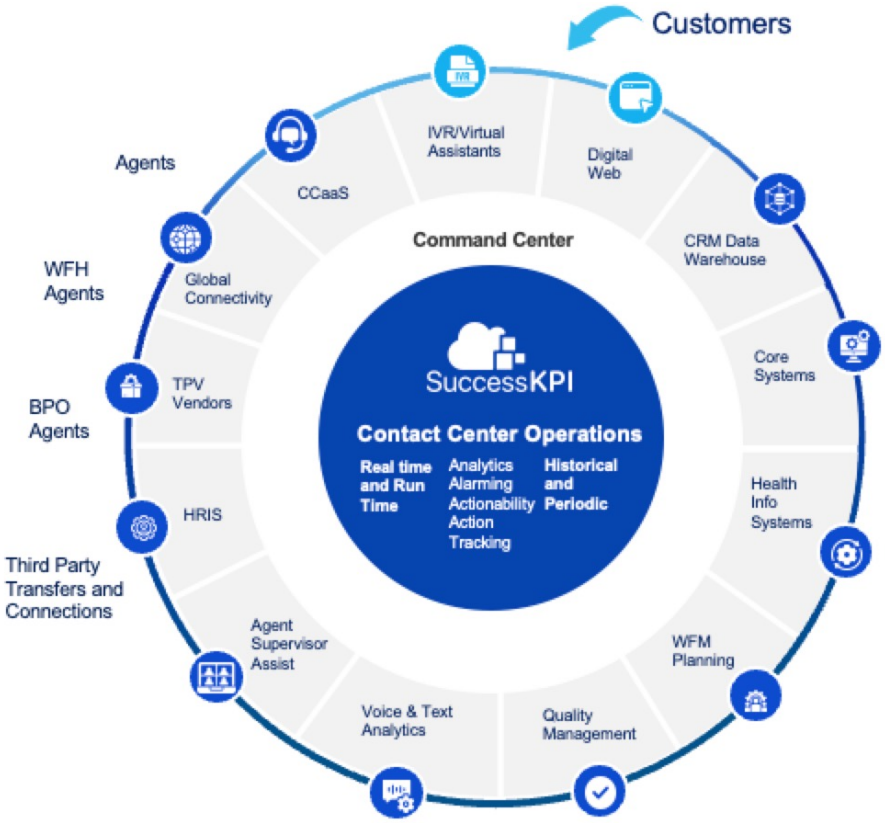
Accelerating Root Cause Analysis and Proactive Issue Management

The command center significantly accelerates identifying and solving issues. For example, it automatically evaluates all contact center calls, detecting issues such as call routing errors, unusual call volumes, or training gaps between internal and third-party agents.

Previously manual tasks, like logging and reviewing calls for quality and compliance, are now automated, instantly alerting the right team members when something goes wrong.

With automated triggers, the command center proactively broadcasts alerts for issues like compliance related activities, queue delays, or missed calls.

This ensures immediate attention and resolution, maintaining high levels of customer satisfaction and operational efficiency without manual intervention.



About SuccessKPI

SuccessKPI is a revolutionary insight & action platform that uses AI, analytics, and automation to remove the obstacles that contact center agents, managers, and executives face in providing a great customer experience. At SuccessKPI, data privacy and protection are our top priorities. We use automated PII redactions and a comprehensive framework of policies to safeguard data in transit and at rest. Our security measures meet top industry standards and are regularly audited and certified, including PCI, SOC2, HIPAA, ISO 27001, GDPR, CCPA, LGPD, and FedRAMP.

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