



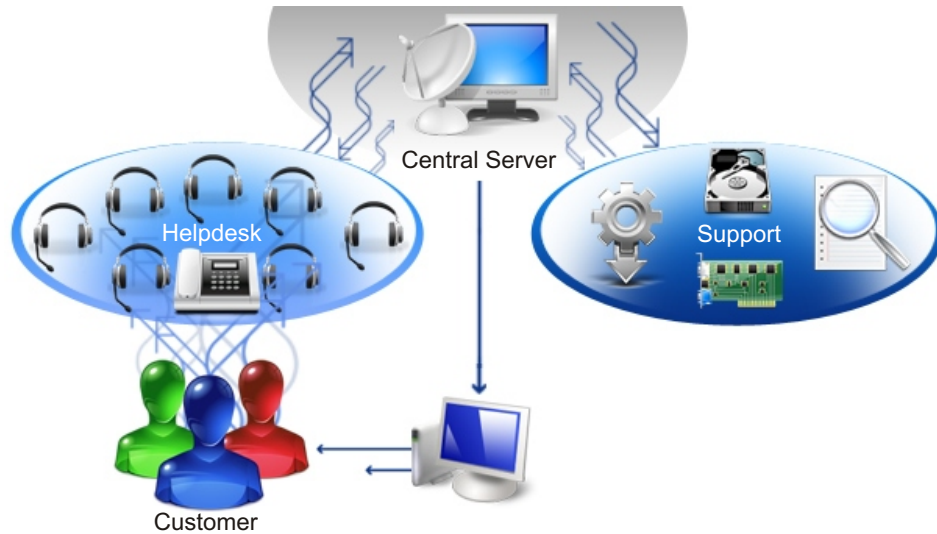
xPointers Consulting Private Limited



## Call management system

xPointers solutions for this project.....

## Call management system



### Case

A major hardware company in Pune claimed faster after sales service to their customers. However, most of the times the clients had to wait for weeks to get their queries or complaints resolved. Also the management was not able to track the progress on the client queries and complaints. The management had tough time in understanding the reason for delay in the call closure. Performance evaluation was also a major hurdle since there was no track of the call closures.

### The Approach

xPointers team proposed to build complete transparency in the system. This was initialized by having an access based system and building the call workflow. The call attendant entered the details of the customer complaint. Based on the client and the work area the call gets assigned to the particular engineer. The engineer gets an alert of the assignment. The engineer has to finish the work depending on the nature of the call in allotted time frame. The updated report of the call is sent to the management for analysis.

The system also allows the clients to log into the system and see the progress on the call.

## Business Benefits

- The application created a transparent system for the client enabling them to automatically assign and monitor calls
- Tracking the performance of the engineers was much easier. The management was able to generate the report of status of the call closure for a specific period
- The management was able to track which products reported maximum number of complaints
- The application helped the client to find the root cause for particular problems and develop a SOP for solving the same. Also the client was able to train customers on trivial complaints in advance.
- The customer were able to login the system and see the real time status of the complaint

## Contacts

### Global

Sanjay Joshi

+91-976.455.0549

+1-408.341.6101

[jay.joshi@xpointers.com](mailto:jay.joshi@xpointers.com)

### APAC

Gulam Mustafa

+91-976.664.5775

+91-20-323.123.83

[gulam.mustafa@xpointers.com](mailto:gulam.mustafa@xpointers.com)

For more information

[www.xPointers.com](http://www.xPointers.com)