

# A leading airline carrier in the UAE offers multi-lingual customer service experience

## Challenge

The client is a leading airline carrier in the UAE and is one of the fastest growing commercial aviation sector.

- The airline wanted to provide a world-class multilingual customer service to its increasingly global clientele
- Contact centers were spread across the globe and agents operated in almost every time zone. Centralizing their operations was a big challenge
- The airline also wanted to integrate the systems to offer online reservations

## Solution

- Servion designed and implemented an end-to-end customer experience managed services solution through its IP based ServCare platform.
- Leveraging its domain expertise and Cisco alliance, a unified self-service and agent desktop with multilingual support for six international languages was designed and implemented
- Online reservations were facilitated through an integrated CRM with service channels

## Results

- As a result of the solution implemented, the contact center was able to serve its customers anywhere
- They were able to focus more on customers, while Servion managed their contact centers
- 56% of customers were directed to self-service, giving them more time to focus on frequent flyers
- 100% uptime with proactive monitoring was achieved

