

A Muscat-based utility service provider reimagines its customer service approach

Challenge

- Servion was commissioned to assess and provide a comprehensive analysis of the contact center of one of the largest utility service providers in Muscat, its staff competence, resources, technology, training and coaching relevant to today's era of technology

Solution

The following assessment programs were done:

- Contact Center Positioning, Business Process Mapping, Self Service
- Peoples, skills and performance
- Capacity Modelling
- Activity Based Costing and Technology Assessment

Results

- Servion went beyond discovery and analysis and chartered an advice program. The program factored two aspects – cost reduction and customer satisfaction.
- A solution design, operation guide and an implementation roadmap were also provided. A training program for agents and supervisors was devised.

