How the world's largest pharmaceutical company empowered its agents with Sensiple's unified service desk platform

Our client is one of the world's leading global pharmaceutical companies that work in human pharmaceutical, animal health, and biopharmaceuticals contract manufacturing.

THE NEED

They were looking for a unified service desk platform to handle requests from employees across the globe.

As one of the world's largest pharmaceutical companies, our client wanted to prioritize and route their incoming chats from across the globe to the right agents. They were facing difficulties with their service desk platform to route chats based on the agent's skills, language, and multilingual capabilitiesv

THEIR CHALLENGES

- Lack of unified service desk platform to handle requests from employees across the globe
- Their incoming chat routing was not specific to service desk agent skills
- There was no real-time language translation
- They did not have multilingual chat handling capabilities

OUR SOLUTION

Improved Overall Agent Experience

- Efficient handling of customers speaking multiple languages with the help of cognitive chatbot and language translation services.
- Provided KB articles and agent connectivity within the same system
- Enabled agents to multi-task.
- Multi-agent chat file sharing access.
- Context-based skill tags and agent groups.
- Enabled dynamic addition of agents to the queues based on chat volume.
- Improved customer experience in connecting with agents.

OUTCOMES

Multilingual Support

The integration of a cognitive chatbot conversed with users in multiple languages handling the customers speaking different languages efficiently. Our language translator services helped with the natural language understanding.

HIGHLIGHTS

Number of agents handled
200

Average agent productivity increased by
40%

Reduced average wait time by
35%

20% spike in MS Teams adoption within the first year

Intelligent Chat Routing

We routed customers to agents at the service desk with relevant skills using our intelligent routing and decision support engine feature. This implementation increased the annual chat volume from 50000 to 60000. There was a 20% spike within the first year, indicating increased adoption of MS Teams. The wait time for employees has decreased approximately by 2 minutes which amounts to a 35% reduction in wait time.

Live Session Monitoring

Migration from Skype for Business to MS Teams enabled supervisors to monitor the chat sessions in real-time. It helped them bring the average handle time down by around 3 minutes which accounted for 10% of the agent productivity.