

# Eli Lilly

Eli Lilly and Company is an American pharmaceutical company headquartered in Indianapolis, Indiana, with offices in 18 countries. Its products are sold in approximately 125 countries.

## The Challenge

Eli Lilly was using a different Service desk platform that didn't support MS Teams. However, they had already started migrating to Teams from Skype for Business. Also, they had hiccups in maintenance since they didn't have cloud-based deployment.

## Our Solutions

- tryvium for Teams was hosted in Sensiple's Azure Tenant
- Language-based visual IVR Options
- Intelligent agent routing
- Agent management based on the preferred language
- Business Hours definition for each language queue
- Custom messages in user's language without translator
- File Sharing option for users and agents
- Real-time dashboard
- Holiday List configuration for each Skill Group
- Multi-agent chat
- Agent Context Tab integrated with ServiceNow for ticket creation

## Outcomes

- Reduced user waiting time
- User-friendly interface for agents
- Increased agent productivity as agents can handle 3 chats concurrently and get pop-ups for new chats and messages.
- Real-time monitoring of the chat traffic
- Agents' presence status indication
- Dynamic addition or removal of agents from queues based on chat traffic
- Reduced turnaround for users as agents can create tickets directly from Teams.

## Implementation Highlights:

- Increased the average agent productivity by 43%
- Decreased the wait time for employees approximately by 3 minutes which amounts to a 20% reduction in wait time
- Integrated Eli Lilly's custom Virtual Agent with tryvium platform
- Added MS Teams channel
- Integrated with ServiceNow
- Monthly chat volume increased from 4200 to 8000
- In keeping with the increased chat volume, the agent license count was scaled up from 40 to 60 licenses