

INDUSTRY | PROFESSIONAL SERVICES

Professional services company



The client delivers professional services such as staffing, consulting, project management and everything in between to businesses of all sizes, all over the world.

Challenge

The client faced a challenge where customers experiencing issues with their initial authentication email or password-related problems had to email customer service for assistance. This resulted in an increased volume of basic support requests, leading to inefficiencies within the customer service team. The team spent a significant amount of time on these simple requests, which could otherwise be addressed through a more efficient solution. They needed to reduce the burden on their support team while improving the customer experience by providing a faster, automated way to resolve these issues.

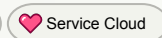
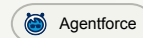
- Customers had to contact customer service for simple authentication or password issues.
- Customer service team was overwhelmed with basic requests, reducing efficiency.
- Slow response times impacted customer satisfaction and overall experience.
- Need for a solution that could handle common login issues without manual intervention.

Solution

To address their challenges, we implemented the following solutions:

- **Self-Service Authentication Support** – The service agent allows users to request a new authentication email or reset their password directly through the portal.
- **Instant Assistance** – Customers can resolve common login issues without waiting for customer service to respond.
- **Improved Efficiency** – Reduces the time customer service agents spend handling simple authentication and password issues.
- **Enhanced User Experience** – Provides faster resolutions, improving customer satisfaction and reducing frustration with login-related issues.
- **Reduced Support Load** – Frees up customer service resources to focus on more complex requests, improving overall team efficiency.

PRODUCTS USED



Outcome

By the end of the project, our client could:

- **Automate Password and Authentication Requests** – Customers can independently request authentication emails or reset their passwords, reducing the need for manual intervention.
- **Enhance Customer Experience** – Customers can resolve login issues quickly, without waiting for customer service, leading to faster and more efficient support.
- **Free Up Customer Service Resources** – Customer service teams can focus on more complex issues, as routine login-related requests are handled by the service agent.
- **Improve Operational Efficiency** – Reducing the number of simple support tickets allows for a more streamlined process and improved overall support team productivity.
- **Increase Customer Satisfaction** – Offering instant, self-service solutions for common issues boosts customer satisfaction and reduces frustration.

