

Case Study: Leading footwear retailer

**Driving Excellence in Retail Support:
A Uassist.ME Success Story****Client profile:**

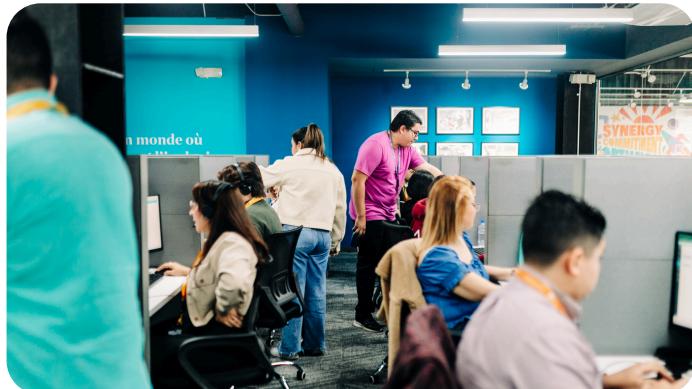
- **Recognition:** Ranked #260 on Canada's Best Employers 2023 by Forbes
- **Industry:** Leading global creator and operator of desirable footwear and accessory brands
- **Reach:** 3,000 points of sale in over 100 countries
- **Revenue:** \$1.6 Billion
- **Partnership Duration:** Six months
- **Employees:** 10,000+

**Program Summary**

- **Current FTE Count:** 24, scaling to 35 next month and 60 during high season in Q4
- **Supported Workflows:** Customer Service, Quality Assurance, Workforce
- **Management, and LVL1 Tech Support Channels:** Calls, Chats, Emails
- **Tech Stack:** Five9, Community WFM, MS Teams
- **Data Security Compliance:** SOC2, PCI

Challenges faced

1. High agent attrition rates impacting customer service consistency
2. Difficulty tracking agent behaviours for effective coaching
3. Limited visibility into agent performance and customer sentiment
4. Inefficient scheduling of personnel leading to missed service level targets

**Uassist.ME solutions**

1. **Improved Agent Retention and Performance** Reduced monthly attrition by 15% and boosted attendance by 10% through data-driven profile modifications and targeted questioning.
2. **Enhanced Agent Accountability** Implemented a team lead observation form, reducing Average Handling Time (AHT) and aligning with in-house team standards within four weeks.
3. **Actionable Insights for Leadership** Provided "Insights as a Service" for detailed analysis of customer feedback, efficiency metrics, and coaching opportunities.
4. **Increased Efficiency and Service Levels** Delivered "Workforce Management as a Service" to optimize resource allocation, scheduling, and forecasting, resulting in a 40% increase in both efficiency and service level targets.

Meeting and exceeding client's KPIs



89% of CSAT
KPI is 83%



575 sec. of AHT
KPI is 660



80 Service Level



40 sec of ASA

Met client's KPIs in the first two months

The secret of our success:

● Shared Success Approach:

Uassist.ME believes in a collaborative partnership where mutual growth and success are the goals. Our agent compensation program aligns our success with our clients, fostering true win-win relationships.

● Data-Driven Decision Making:

We meticulously measure and analyze data to make informed decisions that reduce attrition, boost productivity, and drive program success.

● Unparalleled Onboarding Process:

We mitigate outsourcing challenges with a smooth, transparent, and guided onboarding process, ensuring a successful transition and ongoing partnership.

Future-forward value proposition:

Our commitment to ensuring continued excellence and growth includes:

- Sustained improvements in agent retention, service efficiency, and customer satisfaction
- Enhanced visibility into critical performance metrics and customer sentiment
- Continued innovation in workforce management practices and data-driven strategies
- A trusted partner committed to your long-term success