



Leading Telecommunication Company Delivers Service Excellence with ServiceNow

INDUSTRY

Telecommunications

LOCATION

USA

TECHNOLOGY

ServiceNow

AT A GLANCE

USE CASE

The client is a leading US-based Telecommunication Company serving 25 million customers their services. The company wanted to build a new custom platform over its existing legacy platform.

CHALLENGE

The client was encountering the challenge of handling a huge number of customers for their products. Currently, the client had only the email channel & portal for their customers.

SOLUTION

Royal Cyber integrated Bot building framework to automate interactions with customer contacts and created a solution for the client.





ABOUT THE CLIENT

The client is a leading US-based Telecommunication Company serving 25 million customers their services. The company wanted to build a new custom platform on top of its existing legacy platform to provide services to its customers.

BUSINESS CHALLENGES

The client was encountering the challenge of handling a huge number of customers for their products. Currently, the client only had the email channel & portal for their customers. Amazon connect was used to provide telephony services where the tickets were manually created by the agents. Hence, the client wanted to provide a seamless inbound and outbound voice call experience for their customers and agents.



OUR SOLUTION

Royal Cyber integrated bot building framework to automate interactions with customer contacts and created a solution for the client wherein

An inbound contact flow was created to define the customer experience through an IVR.

An outbound contact flow was created to connect with customer contacts.

Operation handlers to configure automated interactions for customer service cases.



RESULT

The client was able to engage with their customers via voice-based interactions using a natural language process to create a case, update and check case status, and speak with an agent.

- ▶ The agent had a preview of caller information displayed in Agent Workspace before accepting an inbound call.
- ▶ The agent was able to make outbound calls to connect with the customers and automatically capture interaction details to simplify data entry.
- ▶ The managers were able to view call transcripts, sentiments, and recordings to explore coaching opportunities for agents.
- ▶ Use call metrics, such as the agent call time, to report on agents.

KEY TAKEAWAYS



- Increased Agent Productivity
- 80% Business Flexibility
- 70% Improved Customer Experiences
- 40% Reduced Call Abandons



Royal Cyber

Simplifying IT for Customers & Partners

Royal Cyber Inc., Headquartered in Naperville, IL, is a leading software organization that provides services ranging from application development and deployment to training and consultancy.

We commenced the operations in the year 2002 as a specialized technology provider striding in as a software deployment service provider, assisting clients in meeting the standards and demands of doing business in the rapidly changing marketplace.

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