

Customer Wellness

Customer Care Highlighted Issues

Issue	Qualitative comments
NPS score is low	Qualitative feedback on NPS survey responses is trending negative since Infosys announcement
Response Time is high	Time taken by engineers for first public case post as well as for further updates has increased
Resolution Time is high	Increase in overall case open time leading to higher resolution times
Preventable Escalations are up	Case escalations via 'CC PureConnect Management Attention' have increased
Level of Proficiency	New resources have a learning curve on the Platform to support customers at the level they expect

Customer Wellness

Customer Care Recovery Plan

Short-Term

Additional 3 shift managers added to support to engineers, TTMs, and PSG leads

Focused team of 5 to monitor queues and reporting for case responses and resolution

Increase utilization of existing Genesys resources in Manila and KL through Jan 15, 2021

Soft skills assessment and ongoing skills training, along with feedback mechanism

Tenured PureConnect resources shifted to focus on Critical/Highs as priority number 1

Mid-Term

Add voice call specialists with foundation level of Technical expertise

Expand current SME investment for on-boarding additional 30 resources

Conduct engineer skills and proficiency inventory for re-skilling and expert help as part of GAP analysis

Conduct bi-directional cultural awareness and neutralization training

Ongoing

Resource reskilling and alignment based on inventory Assessment

Mentoring, coaching and skills development

Skill progression, cross skilling and advancements for team members meeting milestones

Multiple daily stand-up meetings on shift hand off, SLA and KPI tracking