

Quinnox helps digitize and enhance customer's Self Service feature to enhance customer experience and reduce the number of calls to agents



Client Overview

A leading provider of integrated environmental solutions in North America. serving more than 21 million customers in the U.S. and Canada with more than 130 recycling facilities producing more than 650 megawatts of power.



Business Need

Our client needed to improve customer service and digitize their self-service feature to provide a better customer experience to their customers, while reducing the cost incurred for each customer call and eliminating any chances of miscommunication.

Some of the key challenges that our client wanted to address include:

- Large number of calls to the CSR service line to address customer issues
- Long time taken to resolve any issue, coupled with errors in resolution due to miscommunication while creating tickets
- Needed to provide the customers the ability to make any updates in their tickets instead of depending on a customer service representative





Solution

Quinnox team helped digitize the client's customer service operations. The key features of the solution include:

- Ability to provide all the required options like adjust/increase service to customer on the dashboard, where user can modify the request like container size, frequency, request dates and more instead of depending on a CSR. The system also provided recommendations for modification based on the user's previous usage.
- An intelligent Chatbot was designed and deployed to ease access, so that users do not have to login to fetch minor information like account information, holiday schedule, future Roll Off dates and status of the submitted requests regarding their orders or an search through an FAQ document.
- Extra pickup was automated, where users can place emergency pickup requests at their convenience by selecting the dates.
- Information related to the pricing details of the additional services utilized, was provided in the user interface, which resulted in a smoother and hassle free experience.



Business Benefits

- Improved customer experience and provided a seamless customer journey due to quick self-service features
- Enhanced customer experience and satisfaction by providing mobile features
- Decrease in CSR calls resulted in reduced operational costs and manual errors
- Made the self-service process more robust and provided ease of accessibility to the customers

About Quinnox

Quinnox is your agile, business-results-driven digital technology partner. With the power of human and applied intelligence, we simplify business processes, improve customer experiences, and create exceptional business value for forward-thinking enterprises. With the combination of cognitive solutions, conversational platforms, SaaS solutions, human and applied intelligence, we capitalize on new technologies to accelerate growth, innovation, efficiency, and resilience. Our data-driven digital solutions unlock the hidden potential of your business across your digital value chain, helping to accelerate success, today and tomorrow.