

Industry: Telecom

Process:

E2E Audit

Scope:

- Time duration of audits-one month
- Total 2000+ complaint audits in the process covering 21 states to understand and analyse the root causes leading to the problem

Key Findings:

- 54% wrong complaints were captured in the system
- 9% repeated complaints were captured for the month of April and May
- Complaint assignment to backoffice was delayed by 65% and for close looping it was delayed by 69%.

Outcomes:

- The TAT reduced from 7 days to 3 days
- NPS improved by 20 points

Objective:

To Identify gaps with respect to People, Process, System & Regulatory compliance, which are having impact on the service provider & it's customer at monetary as well as satisfaction level and suggesting effective process recommendations to improve the same.

Problem Statement:

One of our existing clients from the telecom industry wanted to have an end to end process and customer experience study across India.

Workflow:

Identify:

QDegrees shortlisted the necessary data from the data provided for back tracking with respect to customer experience and defined the scope of study.

Analyse:

We conducted transaction audits and ran data analytics and logical mapping on process adherence to identify cross function dependency on process delivery.

Benchmark:

Systems check with reference to updating each activity of the process and validated capability to handle respective queries.

Review:

Understood the process effectiveness with respect to customer experience and Financial/Business Impact

Process changes suggested by us:

- Revamping of the complaint capturing system with right assignment.
- Introduction of level 2 desk for complaints handling
- Direct service recovery routing to the right team.