



**Global Telecommunications  
Giant**

## CLIENT CHALLENGES

Recognizing that technical support has become increasingly more advanced within the telecommunications industry, our client looked to expand their vendor network with a new player capable of delivering. With a subscriber based using various configurations from ethernet to wi-fi, and various devices from video, set top boxes, mobile, home security to internet, the vendor needed to provide a well-rounded, qualified agent to provide on-demand support for the client's customers.

The client's current customer support model was challenged by numerous obstacles in relation to intraday volume needs, along with learning programs that struggled to successfully equip agents to support customers.

## WHY THE ARISE PLATFORM

- The Arise Platform provides access to mature, professional Service Partners who understand technology componentry.
- The radical flexibility provided through the Arise Platform offers 20-30% intraday flex to help alleviate volume burst.
- The Arise Platform aligns resources with our client's annual marketing calendar addressing planned short-term volume spikes.
- The Arise Platform provides access to call centers with remote tech support experience and as well as technology and learning tools to help improve the customer experience.
- The Arise Platform was the only solution that could solve for the Client's intraday book-end volumes demands.

## ARISE CORE SERVICES & OUTCOMES

### Core Services:

Post installation Tier 1 Service, Technical, Sales, & Billing Support

### Success Measurement:

- Arise ranked Top 2 for all vendors on First Call Resolution (FCR) in Q3 across all partners & captive
- Transactional Sales Rate above Q2 & Q3 goal & finished August as best in class among all partners & captive
- #1 across all partners in July for Customer Care
- Arise ranked Top 2 for all vendors on Voice of the Customer (VoC) in Q3
- Last 90 days – Utilization 95.6%