

SPECIALIZED EXPERTISE

IN A NUTSHELL

A digital banking provider targeting underbanked consumers was struggling to maintain quality and keep costs down with their in-house fraud team.

CHALLENGE (...AND CORE SUCCESS METRICS)

As the brand's top-performing customer service provider, Ubiquity also had the fraud and compliance expertise the company needed to optimize their fraud voice team through a consultative partnership with the aims of driving costs down and productivity and quality up.

STRATEGY AND SOLUTION

Ubiquity's strategy went beyond the tactical functions of answering calls and helping customers unblock cards. Ubiquity's fraud specialists helped customize a training curriculum and robust certification and nesting program to help agents upskill and master the client's fraud tools quickly, immediately performing at a quality and speed that had eluded the in-house team for years.

Ubiquity's QA and support teams instituted ongoing optimization efforts, such as refining the audit process to measure accuracy and empathy, cutting average handle time in half while also providing better CX. The results spurred our client to move Tier 2 escalations and back-office alert processing to Ubiquity, further reducing the burden on internal resources, overall call volume, and servicing costs.

Ubiquity also solved a nagging internet connectivity issue that hindered agent productivity. Ubiquity deployed a complex access design for the network infrastructure that used a combination of MPLS, IPsec VPN, and Datacenter internet connection to provide tool stability.

RESULTS

50%

Faster AHT

>60%

Cost savings

94%

Quality scores

“**REFINING THE AUDIT PROCESS TO MEASURE ACCURACY AND EMPATHY CUT AVERAGE HANDLE TIME IN HALF WHILE ALSO PROVIDING BETTER CX.**”

LET'S TALK

Want to use your data to improve CX?

ubiquity
Outsource Fearlessly