

Minerva CQ was chosen “to raise the our CX even higher...and allow (CSRs) to do what (they) do best and focus on the customer.”

CUSTOMER SUCCESS STORY

A global e-Mobility provider wanted to uplevel its CX as competition heats up in the fast-growing electric vehicle industry.

Time to read: 5 mins

A leading global eMobility provider wanted to uplevel its CX as competition heats up in the fast-growing electric vehicle industry. To do this it *needed better tools* for its CSRs, so they *stay focused on the customer*.



AHTs were long. Segregated and siloed information, including daily Excel files in Outlook, was problematic. CSRs were spending too much time looking for customer specific information in emails and spreadsheets while on the phone.



FCR needed improvement. Resolution rates ranged from 70%-95% on average and these ranges differed even more by agent.



Agent onboarding took several weeks. The Company's agent onboarding time was long at 20 days.

BACKGROUND

The Company is part of a new global business line entirely dedicated to electric mobility.

350,000 charging points managed by the Company directly and through interoperability agreements worldwide.

As a global platform for e-Mobility, the company is focused on developing flexible charging technologies and solutions to improve the customer experience (CX) by supporting the electrification of transport for consumers, businesses, cities and public administrations.

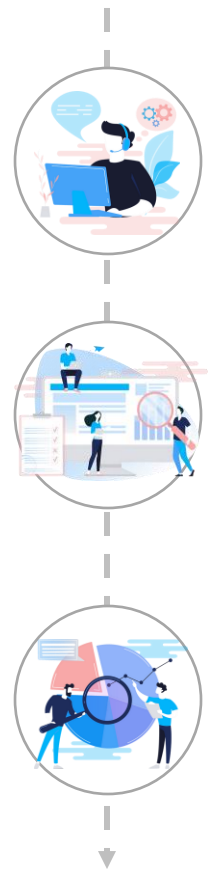
SOLUTION

The Company chose Minerva CQ (Minerva) "to raise the company's global mobility customer experience even higher...and allow (CSRs) to do what (they) do best and focus on the customer."

Before the call, Minerva surfaces the customer's information using via ANI to personalize the interaction and avoid timely manual searching.

During the call, Minerva then provides a 'keyboard-less' CSR experience that grabs, consolidates, and presents all relevant customer information and specific workflows to the Company's CSRs in real-time during the customer conversation. As the conversation progresses Minerva provides real-time coaching via dialog suggestions and behavioral cues to the CSR.

After the call, the CSR can review the post call summary for follow-up work items and self-coaching as well as the supervisor and QA leader.



RESULTS

Within 14 days from going live the Minerva platform **outperformed** initial forecasts for KPIs and continued climbing after.

FCR

Shipping status +12% | 90%
Cancellation +11% | 96%
Inventory +9% | 95%

AHT

Installation -46%
Cancellation -29%
Inventory -26%

Onboarding**

-75%, 20 to 5 days

CSAT

96% to 98%

NEXT

Minerva will continue to integrate more of the Company's systems, including Salesforce, to further enhance the customer and agent experience. In addition, more calls and processes will be streamlined organically with the existing Minerva platform and new additions on the roadmap to further improve AHT, FCR, and CSAT.

