

# STREAMLINING DAY-TO-DAY ACTIVITIES



## CHALLENGES

Streamline and monitor day-to-day activities of customer support and on-boarding teams.

Client is rated as the best mutual fund investment app



## SOLUTIONS & BUSINESS BENEFITS

Tracking customer's journey right from inception.

Identify the bottlenecks and improve operation process by 64%

Agents' utilization increased by 30%. Decrease the productivity loss through ad-hoc communication.

39% reduction in Marketing KPI by identifying poor performing campaigns all under one unified solution.