



ProcedureFlow Decreases Average Handle Time by 12% for Tenured Employees

In a highly competitive industry, customer service is the ultimate weapon. One telecommunications company had been facing some major challenges with this just a few years ago. Their customer service was powered by an old, out of date system that was difficult for agents to update and navigate.

To tackle this challenge, they brought in ProcedureFlow. With this cloud-based software, they were able to quickly and easily create centralized, logical and easy to follow processes and had a 40% faster creation time with ProcedureFlow over their previous agent scripting tool. As they implemented ProcedureFlow into daily operations, they saw massive improvements in performance including a 12% shorter average handle time.

Their agents love how quickly ProcedureFlow loads, how easy it is to follow and navigate, and the clean look of the user interface. ProcedureFlow provides detailed, easy to follow step-by-step instructions, and users can navigate backward and forward as needed. On launch day, a collective cheer rose from the team leads and trainers when they learned they could click the 'back' button on their browser without having to worry about the system disconnecting!



As the competitive battle rages on, this company will continue to win many more customers' hearts and ProcedureFlow is excited to be a part of their success!

The problem:

Difficult system to update
Processes became fragmented
Difficult for agents to navigate system
Old systems were impacting customer service
Can only move forward (can't use back button)

The solution:

Cloud-based knowledge management software
Visually mapping out processes
Following hyperlinked flowcharts
Creating processes in collaboration
Using detailed step by step instructions

The benefits:

12% shorter AHT of senior agents
Simple and intuitive navigation
Ability to provide feedback in real time
40% faster process creation
Increased knowledge sharing
Improved consistency



“ ProcedureFlow allows your operations team to capture the way your experts think and share it in a way that everyone can use.

- Director of Contact Center Operations