



Autonomics—self service communication

Adoption to support technology for increasing CSAT

About the Customer

The client possesses a large and heterogeneous environment with an enterprise presence across different sites in North America. They are the largest private broadband company in America, they proudly serve six and a half million homes and businesses across 18 states.

The Challenge

There was a steady increase in the calls logged (including the incident and service request) due to which the current calls per asset (CPA) went high leading to higher DSAT. The Customer wanted to reduce the efforts on the service desk by adopting the appropriate support technology and increase the end-user customer satisfaction with support.

The client needs are listed below

- To reduce the call volume
- Improve the end-user productivity
- Lower the support cost
- Increase the user adoption to the supporting technology
- Reduction in end-user DSAT
- The sales force had to filter and segregate relevant information sent to them from the central planning teams

HCL Solution

HCL enabled their users with autonomies which helped the client in the reduction of call volume and improved the end user's productivity with the below autonomies solutions:



Enabled Self-service: HCL deployed Optibot Healing Station with 107 Windows OS-based automations along with 37 client environment specified automation in the form of self-healing & one-click autonomies solutions for proactive assistance.



Technology adoption: Enabled the end-user adoption of this tool by end-user rigorous awareness program.



Faster Deployment: HCL enabled the deployment of the service desk analysts solution in just 4 months.



Improved Productivity: Enabled automation fixes for top-call drivers that reduced the major call volume to Service Desk efforts.

The Business Benefits



Automation fixes for top-call drivers lead to a huge reduction in monthly call volumes.



Effective utilization of the Service Desk Analysts.



Improved end-user Productivity and Satisfaction.



Reduction in pending calls led to CPA of 0.73 service desk analysts.



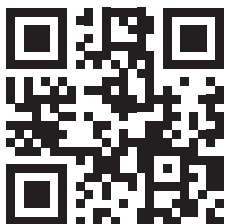
Minimized requirement of scaling the capacity of the support organization lead to a reduction in support cost.

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