

## 80% of Inquiries Resolved – in 120 Minutes

Speed is everything. That's especially true for a global courier. In this case, ITyX solutions sort incoming email queries by topic and urgency. As a result, response times have improved significantly. Today, 80% of all incoming messages are resolved in less than two hours.

### OUTSET.

The digital shift is challenging the provider with heightened customer expectations regarding response times and quality in digital customer service. What's more, the volume of incoming service messages via email has increased drastically – by a factor of 15 over five years. Under these circumstances, processing emails using an email management system with manual pre-sorting and case capture was no longer sustainable, particularly considering that there was no distinction by urgency and/or subject of service inquiries. The organization was only able to process and resolve 20% of the cases within a timeframe of 120 minutes.

- decentralized email processing system
- individual email accounts
- no control or analytics options
- case volume in text-based customer service was growing immensely
- large amount of manual labor spent on sorting and capturing
- media disruptions when switching between service applications
- no transparency on service level
- evolved consumer expectations

### THE REQUIREMENTS.

- a solution for different channels and formats
- high degree of automation – short response times
- highly scalable operating model required
- dynamic management of service events and providers
- flexible monitoring of service quality

### THE CUSTOMER.

- *global top 3 courier and logistics provider*
- *300,000 employees*
- *annual revenue of ca. 30 billion Euro*

### INTEGRATION ENVIRONMENT.

- *Citrix environment (virtualized servers)*
- *Oracle*
- *500 decentralized, concurrent workspaces;  
1500 managed*
- *integrated internal archive*

### APPLIED ITYX SOLUTIONS.

- *AI PLATFORM – workflow and integration platform*
- *MAILROOM case processing*
- *VALIDATE review station*
- *Module agency management*



## ITYX'S SOLUTION.

The solution needed to be implemented under aggravated conditions, as providing active service within short response times was imperative, even during the migration phase. After requesting proposals from international providers, the organization decided to shortlist four solution providers for final consideration. ITyX's platform was selected as the best solution. As an adaptive, AI-based system, its administrative requirements for the configuration of the code are low. The fact that it is multi-lingual and its expansion options for future integration of document processing make the solution particularly future proof.

ITyX implemented the AI PLATFORM – its dynamic workflow and case platform, RESPONSE as the application interface for processing of email and online forms as well as the extension PHONE TICKET to capture calls and VIRTUAL AGENT to automate case processing. Furthermore, additional dialogs in the ITyX client aim at an internal archiving system, integrated as part of the implementation.

ITyX's solution infrastructure is employed across Europe, the Near East, India and Africa, processing more than six million transactions annually via 500 independent users. 80% of cases are resolved within 120 minutes. Solution modules are successfully used in global customer care – either inhouse (onsite center) or through an external provider (BPO), depending on the country. In some areas, fully automated processing is achieved – e.g., with changing pick-up addresses or ordering packaging materials.

Based on the successful implementation, ITyX algorithms will be used in additional core areas during the next phase. For instance, the timely completion of customs paperwork is to be mechanized by automatically processing freight descriptions through ITyX's AI PLATFORM.






## THE RESULTS.

- 80% of events are resolved within 120 minutes
- service costs for email decreased by ca. 20%
- cost savings through partially automated execution (15 FTE)

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