

How Kanekt365 Built Customer Trust Through 360-degree Order Visibility

Use Case: Customer Service | Industry: BPO | CRM: In-house CRM



Objective

Kanekt365 needed a robust CX platform to meet strict service levels, ensure zero downtime, and consolidate fragmented order data, providing real-time visibility into bookings.

Solution

oneCXi provided a 360-degree view of orders, streamlining workflows, automating processes, and enabling agents to adapt efficiently to seasonal demands across time zones.

Results

Kanekt365 scaled seamlessly, maintaining 100% uptime, achieving over 90% response rates, and providing 360-degree order visibility, boosting agent productivity and customer satisfaction.

About the Company

Kanekt365 started its journey in 2014 and has built a strong foundation in the industry of BPM (Business Process Management) and BPO (Business Process Outsourcing). Today, it has grown to one of the largest BPO service providers partnering globally with the retail, healthcare, telecommunications, and public sectors.

Building Customer Trust Through Efficiency, Reliability, and 360-degree Order Visibility

Kanekt365 wanted a platform that could help it achieve the highest service levels and high response rates. They wanted a solution that guaranteed 100% uptime and stellar efficiency, translating into high agent availability. Kanekt365 faced the challenge of managing fragmented order data across multiple systems, making it difficult to track bookings efficiently and maintain visibility. Kanekt365 struggled with inefficient workflows and manual processes that hindered agent productivity. Their goal was to proactively serve customers, ensure seamless operations, and build trust through transparent, efficient service delivery.

Features: Smart IVR | Screen Pop | Real Time Monitoring

Ensuring High Uptimes and SLA Compliance

Kanekt365 prioritized maintaining high uptime to meet stringent SLA requirements with oneCXi robust platform, they effectively managed high volumes while optimizing costs, consistently met high SLAs and enhanced customer experience and trust in their operational reliability across different time zones. This proactive approach enabled seamless scaling during peak periods, ensuring reliable support where every customer query is promptly addressed, thereby eliminating disruptions in service, and enhancing overall customer satisfaction by 50%.

Ensuring Personalized Engagement with an Intelligent IVR

Kanekt365's client operated a restaurant chain across multiple time zones in the United States. Each time a new restaurant was added, a new IVR system had to be created to manage time-based routing efficiently. With oneCXi's no-code, smart IVR, Kanekt365 swiftly implemented personalized IVR greetings that resonated with customers even during holidays and directed incoming customer queries automatically to the right agent based on their IVR inputs. In case a call drops while in queue, the customer receives an automated, priority-based callback.

By effectively connecting with customers and resolving their issues, Kanekt365 ensured that every interaction was relevant and engaging, leading to increased customer satisfaction and loyalty.



We can't thank oneCXi enough for their amazing service and support. Their flexibility, adaptability, and reliability were key to achieving our goals and winning our clients' trust.

Mateen Akhtar Mughal
Director of Operations, Kanekt365

Achieving Real-time Visibility with Unified Order Data

Kanekt365 faced challenges with fragmented order data across multiple systems, hindering efficient tracking of bookings and real-time visibility. This lack of integration resulted in workflow inefficiencies, slower response times, and diminished agent productivity.

By integrating deeply with their CRM, oneCXi platform automatically consolidated order data from various systems into a single interface. This streamlined workflows and ensured agents have real-time, accurate information at their fingertips. The one-click disposition feature enabled agents to conclude interactions more swiftly, reducing average handle times by 35%.

Seamless Remote Supervision with Real-time Monitoring

Kanekt365 aimed to enhance agent productivity across multiple time zones while ensuring effective real-time monitoring and supervision in a remote environment. Supervisors utilized oneCXi's Call Monitoring Dashboard, which updates every five seconds, along with Rogue Agent features like call barge-in, whisper, and snoop capabilities. This comprehensive approach enabled seamless oversight and discipline while generating actionable insights beyond standard reports. With these tools, supervisors could quickly intervene when necessary, ensuring consistent high performance across distributed teams.

Benefits & Overall Impact

With oneCXi platform, Kanekt365 achieved significant operational improvements, including 100% uptime, over 90% response rates, and enhanced agent productivity. By consolidating order data and automating workflows, they increased customer satisfaction, built trust, and ensured efficient service delivery across all interactions.

- 50% Increase in CSAT
- 40% Increase in Agent Productivity
- 35% Reduction in Average Handle Times
- 100% Uptimes
- 90% Agent Utilization
- 50% Lower Operating Costs

About oneCXi

oneCXi is an industry-leading unified customer experience intelligence (CXi) platform that helps enterprises engage, convert, and retain customers, at scale. The AI-engineered platform empowers businesses to orchestrate journeys across a multitude of touchpoints, power billions of personalized conversations, and gain a 360° view of customers across the lifecycle. 3,500+ global brands trust oneCXi to capture the pulse of customers, drive cohesive experiences, and increase lifetime value.

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