

CASE STUDY

Improving Efficiency and Customer Satisfaction

CLIENT PROFILE



Industry: Property Management



Client: Vacation Rental Management



Service: Voice and Chat - Customer Service

CHALLENGE

This vacation rental company, with over 300 employees, saw an opportunity to boost their agents' efficiency, as they often had to review various documents and policies to help customers. They also realized their newest agents could benefit from more guided instructions to ensure they follow key steps during interactions.

SOLUTION

1



AI Powered Support

- Real-time guidance & scripting
- Equipping agents with AI-driven assistance during interactions

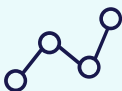
2



Automated Quality Assurance

- Streamlining QA processes
- Ensuring consistent service excellence

3



Actionable Insights

- Identifying opportunities to improve efficiency
- Enhancing both agent and customer experiences

 **guruassist**

RESULTS

Agents followed AI-guided scripts to ensure policy compliance, boosting efficiency and QA. Managers gained insights into trends and customer pain points, enabling targeted improvements in agent performance.



20%

Reduction in
Overall Average
Handle Time



100%

Applicable
Calls QA'd



3%

Increase in Overall
Quality Assurance
Program