

Logistics and Transportation Solutions

Nothing is more representative of the engine behind global economic growth than the demand to efficiently move people and goods from point A to point B.

However, according to a recent study by *Material Handling and Logistics*, only 3% of respondents believe their existing technology supports an improved customer-focused logistics experience.

Everise CX innovates to extend an elevated customer experience to all sides of the logistics and transportation equation: carriers, shippers, receivers, drivers and riders.

Read on to learn how we can do the same for you.



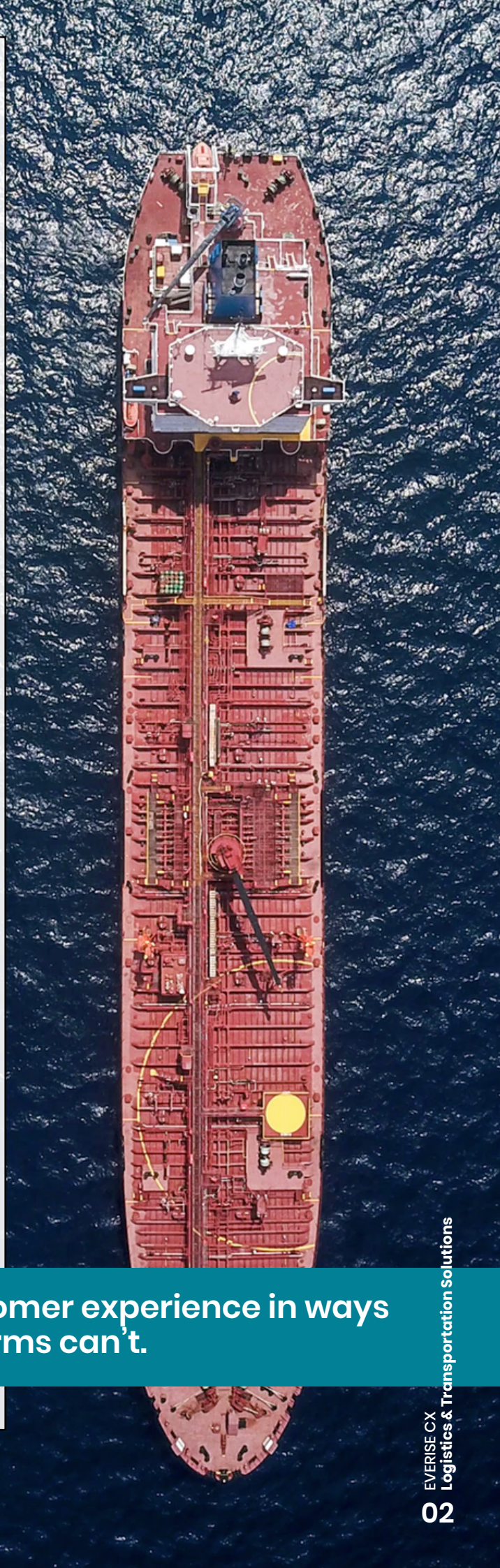
Everise meets the rapidly evolving expectations of your customers.

Few industries have endured more disruption in the wake of the mobile computing revolution than logistics and transportation. While “it gets there when it gets there,” was once enough, that has since given way to, “it gets there Wednesday at 9:44am, the weather will be rainy, and your driver will be Bob.”

This level of immediacy and attention has become the baseline expectation. As well-funded competition in this realm seeks to shave off incumbent market share, user experience will become a prime differentiator.

Everise counts among our clients the best-known brands in logistics and transportation. We help them retain their market leading positions by constantly extending outstanding, loyalty-building customer experiences, in multiple languages, from many of our 13 experience centers on three continents.

We innovate to elevate the customer experience in ways larger firms won't and smaller firms can't.





UNIQUE CLIENT CHALLENGES WE'VE SOLVED:

Here are some examples of Everise driving significant customer experience improvement through the application of internally generated innovation.

CLIENT CHALLENGE	EVERISE CX INNOVATION SOLUTION
Legacy toolsets unnecessarily increased Average Handle Time (AHT) and customer dissatisfaction.	➤ Everise CX redesigned the client's tools, resulting in lower AHT and higher CSAT scores.
Inability to effectively mine data.	➤ Everise CX implemented business analytics tools allowing the identification of systemic trends and accompanying actionable responses.
Lack of Robotic Process Automation (RPA) and Artificial Intelligence (AI).	➤ Everise DX developed and launched RPA and AI-powered tools, immediately yielding 50% efficiency boosts, with a concomitant improvement to overall customer experience KPIs.
Dependence on outdated agent training methods.	➤ Everise CX completely rebuilt the client's training curriculum, replacing static modules with interactive alternatives. This reduced attrition and slashed overall class time from six to three weeks, allowing us to meet and exceed the demands inherent to our continually expanding engagement with the client.
Inability to benefit from speech analytics.	➤ Everise CX is implementing new, proprietary speech and SMS analytics technologies on the client's large volume lines of business. Early indications suggest this will generate substantial benefits to agents and customers.

Robotic Process Automation

Accurate, fast and no sick days



CASE STUDY: Leveraging RPA to greatly improve agent efficiency and customer satisfaction.

Robotic Process Automation

Robotic Process Automation (RPA) involves developing software "robots" able to accurately replicate desired actions at a scale, speed and degree of accuracy far beyond that of humans.

Tasks best carried out by these robots are those which require high levels of accuracy and if/then rules-based decision making, but not necessarily judgment.

Meaning, they are an outstanding supplement to humans, but not our replacement.

Prime candidate tasks for RPA supplementation include:

- Aggregating disparate information sources
- Data entry
- Data formatting
- Data validation
- Complex calculations
- Exception and error identification

The Everise Client Innovation Team specializes in identifying and implementing opportunities for effective RPA solutions.



CLIENT

Global leader in shipping, delivery and logistics.



CHALLENGE

The client tasked Everise with support for customers whose international packages experience delays while transiting national jurisdictions.

Because of the multitude of customs rules, legal systems, data sources and formats that apply in transnational shipping, agents must aggregate disparate and often disorganized information in order to provide accurate and efficient support. Complicating matters, excessive keystrokes greatly increase the potential for human error, resulting in package delays and even legal issues.



STRATEGY

Everise proactively developed standardized webforms backed up by robotic process automation logic designed to identify, access, aggregate and standardize the most useful and relevant case-specific information, free of input errors. This data then guided the agent's decision-making in ways that reduced time per case enormously.

1. A robot accesses a portal.
2. The robot scrapes and extracts all the required data.
3. It converts data into a structured format.
4. The data is displayed as a webform when triggered or utilised in automated responses.



OUTCOME

The Everise RPA innovation, developed and implemented within a few short weeks, improved operational efficiency by a stunning 50%.

These gains came as a result of greatly increased speed of access to vital information and the elimination of human error caused by erroneous keystrokes.

This project contributes to our status as the client's top outsourced CX provider, often exceeding the company's internal resources.

Everise is not the largest customer experience firm, but that works to your advantage: we are large enough to enjoy impressive internal talent and proprietary technology, while agile enough to eagerly respond to opportunities to elevate your customer's experiences through clever, cost-per-case slashing process innovation.

In today's hyper-competitive and experience-focused marketplace, this approach to innovation is no longer a luxury. It's the price of admission.

**CONTACT US
TO LEARN MORE**

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