



## Travel is back and Everise is here to help you get ready for the boom.

### Opportunity and uncertainty

The opportunity: international travel is back and promises to produce a torrent of demand among people eager to pack their bags and discover new destinations.

The uncertainty: the workforce impact caused by vaccine mandate enforcement, hiring shortages and the challenges of maintaining a safe workplace, will make it difficult for customer-focused travel brands to economically plan for contact center staffing.

The good news: Everise specializes in outsourced omnichannel customer support for the travel industry that is highly effective, resilient, economical and flexible. Adding Everise to your CX strategy will help you to maximize the coming opportunity while minimizing the uncertainty.

### Strategic geography, home-based resilience

Our international reach allows us to scale quickly and operate efficiently, 24x7, in over 30 European and Asian languages.

Our cloud-based tech stack means we can rapidly and securely ramp up thousands of centralized or home-based support agents (or champions, as we like to call them) minimizing the impact of future viral or climactic disruptions.

With Everise, you can be sure that when your customers reach out, someone will always be there to serve them.

### How Everise Supports our Travel Partners

- Reservations
- Social media support and moderation
- Frequent flier concierge service
- Back-office functions
- Upgrades
- Irregular operations
- Medical exceptions

### We've solved the seasonal staffing challenge

Our diverse client base features industries with peak periods that offset one another. As such, Everise can cross-train and seasonally re-assign support champions to other programs during your slower times, bringing back tenured, proven talent right when you need it most.

Seasonal reassignment saves you money while improving the customer experience.



### CASE STUDY: Being the best in airline social CX

**Client:** International air carrier

**Challenge:** To rapidly complement the client's in-house 12x7 European daytime social CX with an outsourced provider able to extend equally high-quality support during Europe's evening hours

**Strategy:** Everise identified the highest performing phone and chat champions already on the account and provided them with social media support training, primarily on Facebook and Twitter.

**Result:** Within weeks of launching the social support program, Everise social support champions achieved an unheard-of average rate of issue resolution of just under ten minutes (that's ten minutes from the initial post to closing the case).

In 2020, the client's rate of social support issue time to first response and time to resolution were independently recognized as the fastest in the industry.

### CASE STUDY: Top-notch back-office support

**Client:** Ultra low-cost air carrier

**Challenge:** In the early days of the pandemic, the client's flight operations were severely disrupted, resulting in a deluge of refund requests by anxious travelers. Determination of refund eligibility required substantial back-office activity demanding high levels of accuracy. The client tasked Everise with rapidly skilled support staff to manage this work.

**Strategy:** Everise promptly devised a plan for providing high quality training to back-office champions without impacting their productivity, including one-on-one coaching and triad mentoring.

**Result:** This enhanced training had an immediate impact on accuracy, which rapidly and consistently improved from 85% to a steady state of 95%.

This client's back-office support champions are by far the most tenured in the company, averaging a stunningly low annual attrition rate of less than 1%.