80% reduction in query response time of AP helpdesk

1 Customer

1. A leading U.S. Bank

2 Business Situation

1. Large number of account payable queries received at the bank's helpdesk center
2. Different types of queries received from multiple lines of businesses and vendors
3. Lack of a standard FAQ or quick reference guide leading to longer response time & greater dependency on onshore SME

3 Solutioning

1. Classification of queries of similar nature & their resolutions
2. Smart query allocation based on nature of query

4 Execution

1. Cross trained teams leveraged to manage volume spikes & meet turn-times
2. Creation of standard FAQ/ quick resolution guide for query handling

5 Value Delivered

1. **80% reduction in query response time**
2. **Reduced onshore dependency by 30%**

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