AI-led Case Management:
Empowering Agents, Delighting Customers

82% of customers expect immediate problem resolution from customer service agents.[1]

However, yesterday's manual, clunky systems for data extraction and processing fail to meet today's demands for efficiency and effectiveness in query resolution.

(Scenario 1: Manager standing close to the employee's desk, team member at computer)

Team Lead (TL): There are unanswered emails in the client's UK mailbox. Since you aren't working on anything else, can you answer them, please?

Team member (TM): Sure, I can do that. I finished resolving issues in the APAC mailbox and did not check the UK mailbox.

TL: I understand. There are just too many mailboxes to keep track of.

How can my team simultaneously manage multiple mailboxes so that no emails go unanswered? I need visibility to assign emails and manage my team better.

(Scenario 2: Client and Manager across a conference table/ desk)

Client: Do we know if the SLAs are being met? If not, can we delve into the reasons and close the gaps?

TL: I'm not sure. I will need to track each email separately to know the resolution time.

Client: Oh! That will take too much time! Isn't there an easier way?

How can I track the time taken against SLAs, proactively take corrective measures and delight my clients?

(Scenario 3: Client and Manager over the phone)

Client: Can I get last week's report on team productivity and volume management?

TL: I'm sorry, I don't have that ready, but I can share last month's report. It takes time to collate all the information manually.

How can I get access to real-time reporting that captures all the metrics my client needs?

[1]https://offers.hubspot.com/state-of-customer-service?hubs_post-cta=author

Want to stay one step ahead in case management with the tools to manage SLAs, multiple mailboxes and reporting? With WNS TrackPoint Pro.ai, you can.

WNS' TrackPoint Pro.ai is an AI-powered, cloud-hosted case management solution that harnesses the GPT language model of Microsoft Azure OpenAI for automatic case updates, customer sentiment analysis and suggestive responses. With TrackPoint Pro.ai, businesses can enhance collaboration, boost agent productivity and drive magnified customer satisfaction.
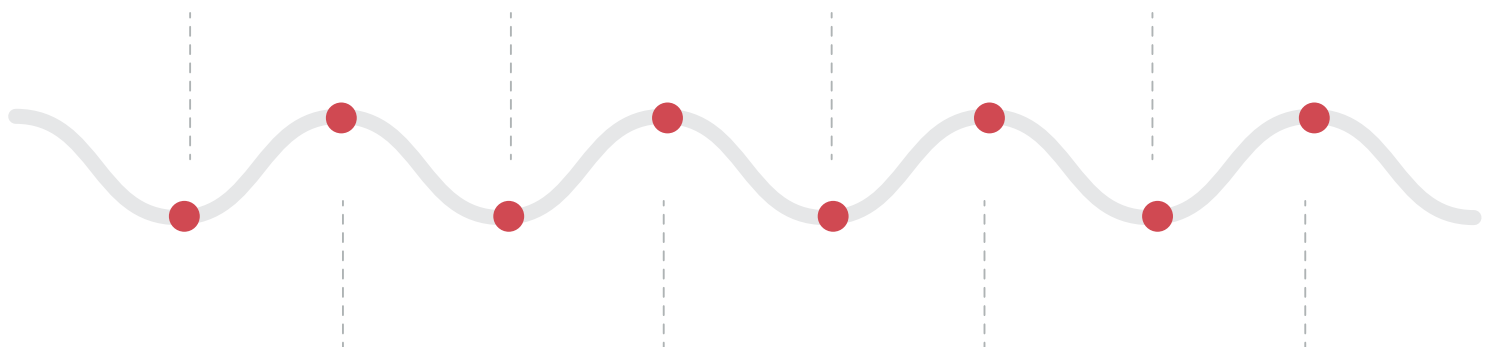
TrackPoint Pro.ai Offers

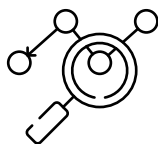Case lifecycle management
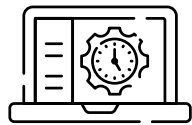
Dashboard rendering real-time insights
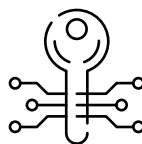
Performance monitoring using comprehensive reporting

Gen AI capabilities
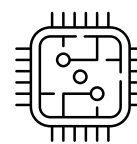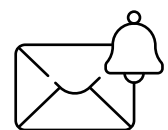
Configurable processes, enhanced tracking

Security features and role-based access control

Custom roles and embedded license generation

Dynamic email notifications

Feature-packed for Quick Resolution, Seamless Operations

Next-gen technology for easy and efficient handling of requests, escalations, tracking and reporting

- ☑ Multi-domain accounts management and login
- ☑ Real-time workgroup lead and agent dashboards
- ☑ Rule-based ticket assignment and management
- ☑ Custom, process, SLA and tickets aging-based portlets management
- ☑ Manual ticket creation from the web and email
- ☑ Integrated knowledge base for agents
- ☑ Multiple process-specific workgroups support
- ☑ Tickets data export, linking and reallocation within and outside the workgroup
- ☑ Auto due date calculation for tickets considering shifts and holidays

- ☑ Email notifications on ticket status changes or before the due date
- ☑ Notes creation for recording additional information on ticket
- ☑ Audit trail for tracking user actions with timestamping
- ☑ Profile and password management and frequently used contacts management
- ☑ Transparency, global visibility and accountability through automation and centralization
- ☑ 24x5 real-time support from our technology support team
- ☑ Global accessibility via web or mobile

TrackPoint Pro.ai Harnesses the Power of AI

With AI/Gen AI, our case management solution elevates operations, including auto-input task creation and task management, to boost efficiency and overall value

- Auto creation of tasks from structured as well as unstructured emails
- No manual intervention for input data processing
- Improved speed in acknowledgment and processing of requests
- Automatic processing of incoming information with multilingual support

- Secured operations by consuming Azure OpenAI services through a Microsoft subscription
- Customer sentiment analysis on incoming emails
- Human-like email responses are sent automatically based on the history of communication
- Automatic case updates, drafting and summarization for agent assist

Creating Impact

**Client:
Leading Consulting Firm**

Outcomes:

72000 average projected tickets per year	**6000** average emails handled per month	**24x5** global operations	**180+** users

**Client:
A global industrial, medical, and specialty gas company**

Outcomes:

94.1% average multi-response SLA compliance percentage across various processes	**2.89** hours average first response SLA time across various processes	**79.0%** of tickets resolved in 0-6 business hours

TrackPoint Pro.ai at a Glance

10+
Clients

More than **800+**
active users

Over **10** years

Reduced Average Handling Time (AHT) and higher SLA compliance

Powered by an advanced technology stack

Cross-functional capability (F&A, Travel, Helpdesk)

About WNS

WNS (Holdings) Limited (NYSE: WNS) is a digital-led business transformation and services partner. WNS combines deep domain expertise with talent, technology, and AI to co-create innovative solutions for over 600 clients across various industries. WNS delivers an entire spectrum of solutions including industry-specific offerings, customer experience services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses. As of September 30, 2024, WNS had 62,951 professionals across 66 delivery centers worldwide including facilities in Canada, China, Costa Rica, India, Malaysia, the Philippines, Poland, Romania, South Africa, Sri Lanka, Turkey, the United Kingdom, and the United States.

To know more, write to us at marketing@wns.com or visit us at www.wns.com

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