

CASE STUDY

BEYONDSOFT INTELLIGENT OPERATIONS PLATFORM (BIOPS) DOUBLES MONITORING COVERAGE WITH NO ADDED HEADCOUNT

THE CLIENT

Microsoft's Customer Service and Support (CSS) business run over 100 call centers around the world in 40 languages for their consumer products. These include some of Microsoft's most well-known brands, like Windows, Office, Surface, and Xbox.

THE CHALLENGE

One of the most critical capabilities the client needs is the full command over its call center monitoring ecosystem, which encompasses the omnichannel customer support covering voice, email, chat, and social, in real-time, 24x7.

Before Beyondsoft stepped in, the operations team was monitoring only 49% of the call volume with mostly manual processes. The client brought in Beyondsoft to upgrade its monitoring operations to 100% and implement automated Intelligent Operations through AI/Machine Learning (ML) technologies.



THE SOLUTION

Within months of launching the Beyondsoft Intelligent Operations Platform (BIOPS), the client's global coverage map saw significant growth. The managed service includes an offshore team of 20 support specialists in Shanghai, China, that monitors the support calls around the clock and across all call centers around the world.

BIOPS fulfilled the goal of eliminating manual processes and embracing automated monitoring, issue detection, and alerts. The new capability enabled the operations center to automate ticket escalation, call-to-action, and root cause analysis to eliminate human errors and accelerates issue resolution.

With BIOPS, the client currently monitors 322 queues, which represent 100% coverage. BIOPS has the capability in place to expand the scope to also follow email, chat, and social.

"BIOPS doubled the monitoring coverage without adding a single person to the operations. And that translates to labor cost savings and productivity growth."
-- Jeff Bostwick, Service Desk Director at Beyondsoft

The client also deployed BIOPS to help with workforce management. Staffing levels and changes can now be forecast two weeks in advance instead of one week, dramatically increasing the accuracy of capacity planning analysis and save labor costs.

The client now has 360-degree operational visibility, which is critical to the ever-increasing demand for omnichannel customer support. Ultimately, the call centers become more efficient and intelligent, able to identify issues early to reduce call volume, potentially even fixing issues before customers notice them.

"Intelligent Operations is one of the many applications of Beyondsoft's predictive analytics, artificial intelligence, and workflow automation capabilities", says Gary Li, Principal Data & Analytics Lead at Beyondsoft.

This AI/ML-based platform has been proven to help clients identify operational issues, provide early alerts, assist accurate resource planning, and understand the root causes, all through intelligent automation that significantly reduces cost and improves performance.