



Case Study and ROI Analysis

Project: Contact Center as a Service Transformation



Engagement:

Our mission was to transition a health care supply chain client from a traditional, legacy contact center stack to a CCaaS model, integrating multiple communication channels (voice, email, chat, and social media) into a unified platform, with CRM & AI integrations. To provide modern, seamless customer experiences across multiple locations and roles.



I. Align on needs & right fit solutions via discovery



II. Gather & analyze data to provide key direction forward



III. Implement people, process or technology transformations



IV. Stabilize, measure, optimize, celebrate shared successes

Challenges and Objectives

Challenges

- Ensuring a smooth transition with minimal disruption to ongoing customer operations.
- Integrating disparate communication channels into a cohesive system without silos.
- Modernizing intelligent routing to include personalization options, while also creating a future phased roadmap following phase I.

Objectives

- Assess current state opportunities for CX improvement.
- Develop & gain alignment on strategy across I.T. Business & Executive Leadership teams.
- Write requirements, RFP and see client through procurement & the design portions of implementation for a successful launch.

Return on Investment:



35% Contact Resolution Improvement

Routing customers to the right channels, the first time



50% Reduction in Wait Times

Deflecting simple calls to the IVR or chatbots



33% Service Level Improvement

Cross-training and skilling staff to handle similar contact types



Bonus ROI

We trained internal leaders how to journey map & design CX in the process

"I would highly recommend Scoreboard Group for just about any contact center related consulting needs. They've always delivered everything we ask for and many times things that help that we should have asked for." - Contact Center Vice President

Get In Touch:

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Cut Right to It

[let's discuss options](#)



- ✓ AI Transformations
- ✓ CX Design & Strategy
- ✓ Business Process Outsourcing
- ✓ Employee Experience & Training
- ✓ Performance Problem Solving
- ✓ Technology Strategy