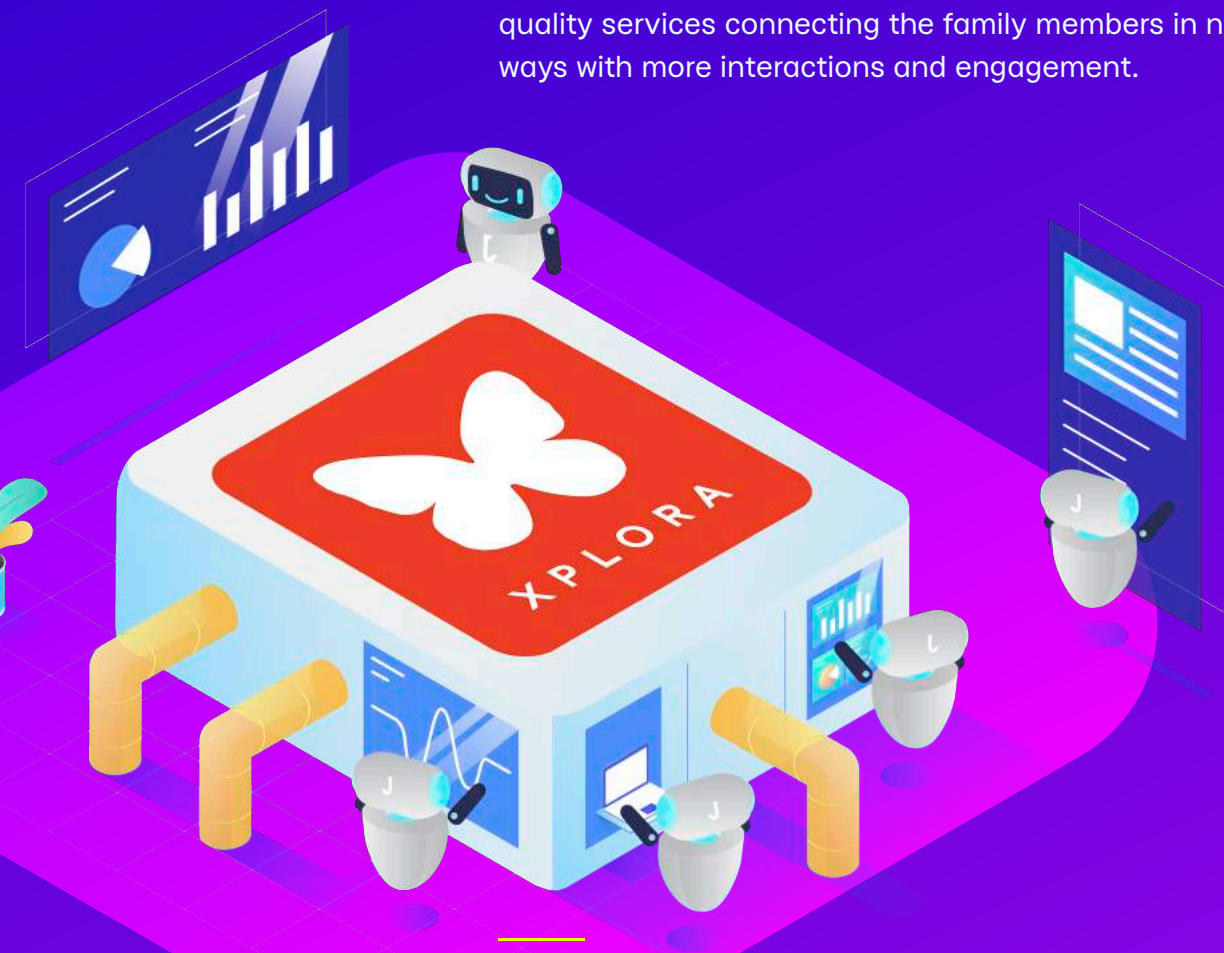


Jatana

CASE STUDY

XPLORA saves 30% on AHT with Jatana's suggested replies

XPLORA is a leading pioneer in offering innovative smart devices and services for families. Their vision is to provide quality services connecting the family members in new ways with more interactions and engagement.

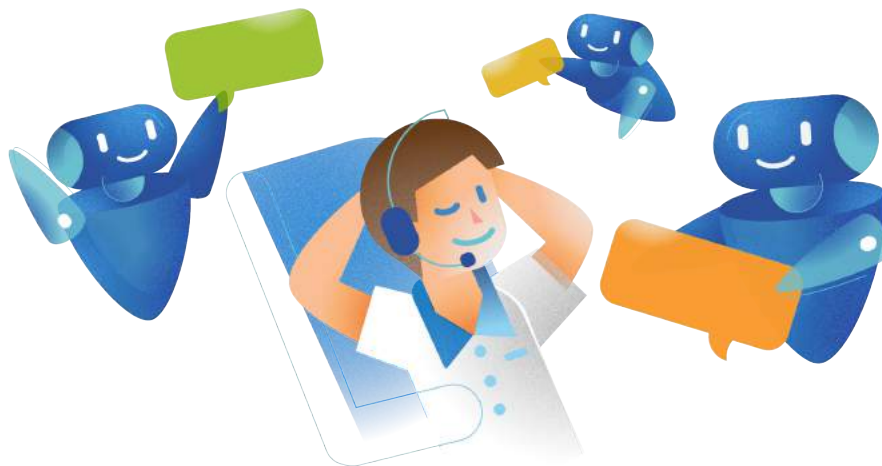


XPLORA kids watch service is revolutionizing the way that kids can be introduced to the mobile world in a more safe and secure way. The service lets kids be kids, so parents can let them play, confident that they always know where they are, and they can reach them when they need to.

THE CHALLENGE →

THE CHALLENGE

Save time from answering repetitive tickets



Prior to implementing Jatana's suggested replies, the company ran a dedicated team to manually answer questions that, in 95% of the cases, required the same 5 macros (or 'template answer').

Their approach was very manual, as no smart system was installed to speed up the process.

Furthermore, the company was growing at a rapid pace. Even while working around the clock, the time it took from ticket creation to macro application was too high.

When ticket volume spiked, routing times increased significantly and the backlog grew even bigger.

”

It's not only about saving costs on support, I also see the value in terms of customer satisfaction and time saved.

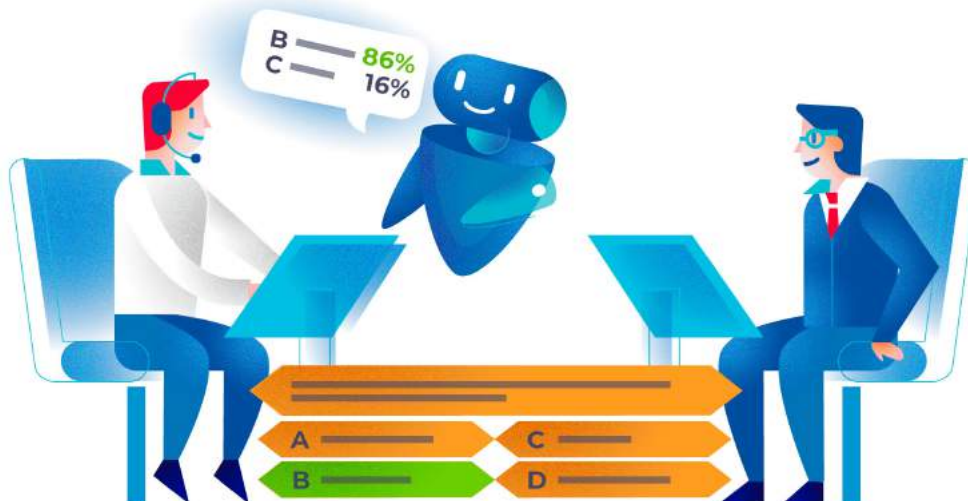
Klaas Romer

Happiness Members
Officer Europe

THE SOLUTION →

THE SOLUTION

Implement Jatana suggested replies



When it was to improve ticketing and answering processes, XPLORA defined the primary goal: **replace manual selection of macros with intelligent suggestion to free up agents from simple, redundant macro search and application.**

The company aimed to quickly automate their manual macro selection processes so they could reallocate their agents to higher value tasks.

The goal was to improve the overall customer experience and control the need to hire more agents, even while the company continued to grow.

In particular, XPLORA targeted an improvement in AHT scores through faster response times, resulting in a better overall customer experience.

After researching their options, the support team at XPLORA decided **to implement Jatana to meet their goals, and solve their backlog and customer service challenges.**

”

I couldn't believe that an AI tool could be so easy to implement. After a 3-clicks installation process I could already see the benefits Jatana provides.

Klaas Romer

Happiness Members
Officer Europe

THE RESULTS →

THE RESULTS

30% AHT reduction in 1st month

Average handle time

24m 11s

-29.34% from last month



With Jatana's suggested replies, XPLORA was able to automate the selection of the majority of its top macros in real time.

This not only improved AHT, but helped automatically improve CSAT.

”

With Jatana in place it's much easier to train up other employees to help with simple support tasks. That makes it easier and more efficient to handle peaks in support.

Klaas Romer

Happiness Members
Officer Europe

To learn more about Jatana customer support automation and the potential impact on your business

→ [WATCH OUR DEMO](#)