

ELEVATION

Accelerating growth and delivering improved CX and operating efficiency across international markets.

18%

Increase in CSAT



Challenge

Our Clients immediate challenge was to deliver a cost-effective service, with consistent customer experience across all global markets within their portfolio.

Solution

DDC Elevate engineers worked in collaboration with the client to develop an AI assisted, multilingual customer engagement solution. DDC's highly-skilled linguists developed and trained a translation interface capable of replicating the brands tone of voice across all non-English speaking markets.

Result

The new platform reduced operating costs by 22%. Firstly, the AI platform was able to automate some non-English contacts and those requiring human intervention were able to be handled by our lower cost, English-speaking advisors in the Philippines. The platform also enabled rapid expansion into new international markets.

22%
Cost Savings

18% Increase in CSAT

