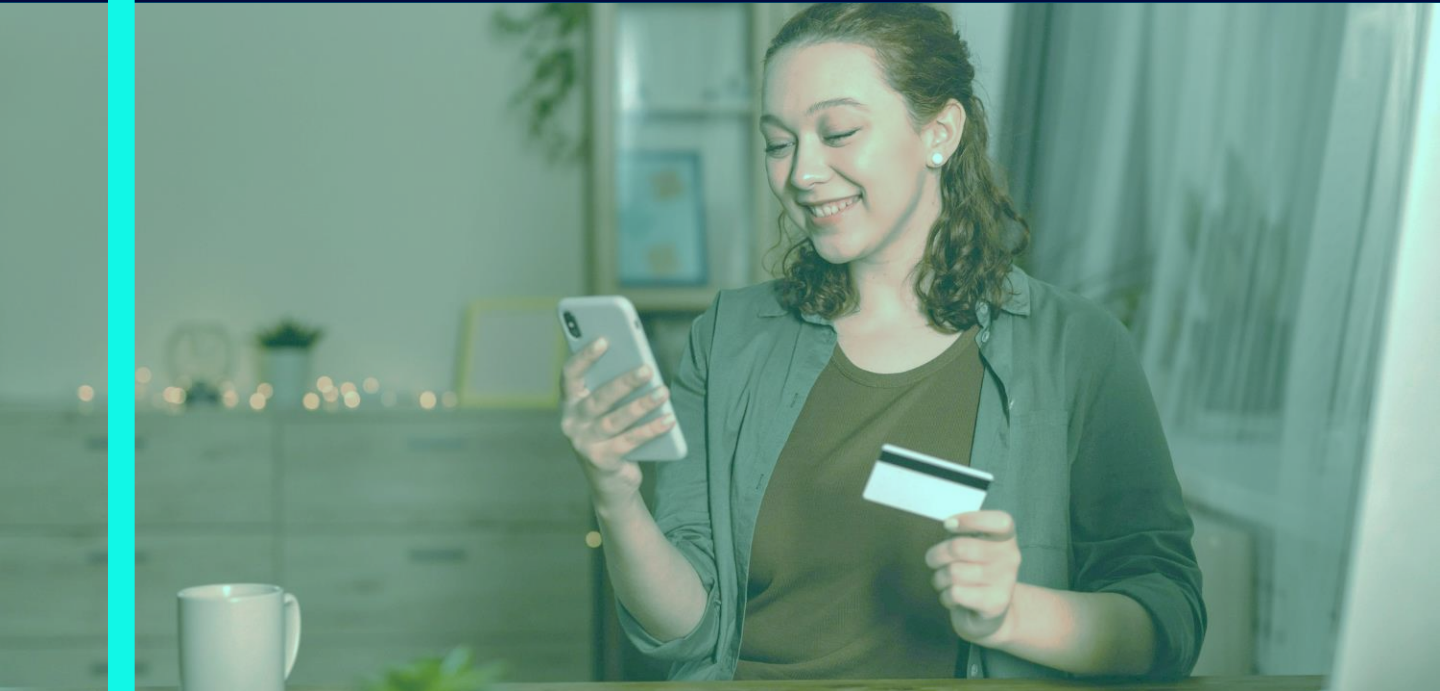


Case study financial sector

Specialisation with a system: How to achieve service consistency in the banking ecosystem



As part of our collaboration with a leading German bank, our efforts centred on delivering a consistent customer experience across various service providers. We concentrated on the technical implementation and optimisation of digital banking services. Working closely with the client, we introduced tailored routing solutions and integrated complex workflows. Following the successful rollout of the standard system, our partnership extended to encompass the launch of an instalment loan product, including outbound telephony, with the continual aim of ensuring a seamless user experience despite an expanding product portfolio.

Challenges

Significant
reduction in the
previously
elevated average
handling time
(AHT)

Improving
service quality
and optimising
efficiency

Seamless
access across
all channels

| How we helped



11%

Reduction in
average
handling time
(AHT)



13%

Improvement
in service
quality



23%

Increase
customer
satisfaction to
4.3 out of 5



95%

Call
acceptance
by the client

| Our approach



Weekly silent monitoring revealed employee strengths and areas for improvement. Managers conducted their own calls to stay aware of agent issues, supported by ongoing impact analyses that enhanced quality and performance.



Coaching islands improved communication and quality skills through targeted support. Silent monitoring data provided the basis for identifying individual areas for development and reinforcing best practices.



Multipliers were trained in a train-the-trainer format to strengthen specialist knowledge and common understanding – combined with team-building effects.



Flexible working time models (4-day week and short Fridays) increased availability on peak days and employee satisfaction thanks to longer weekends.

“Capita is always open in its communication and very flexible. They are ready to help when we break new ground.

Client on their relationship with Capita

