

## Case study

# Dynamic customer service delivers exceptional customer satisfaction



Since establishing a partnership in 1998 with a prominent ICT firm in Switzerland, Capita has been providing multilingual voice and non-voice services for internet, television, fixed lines, and mobile services. Throughout the years, Capita has been a reliable support to the client, adeptly navigating through evolving customer demands and variable contact volumes, all while maintaining a steadfast commitment to high-quality customer service and cost efficiency.

## Challenges

**Managing peak times and fluctuating volumes.**

**Meeting high-quality expectations and enhancing customer experience.**

**Optimising costs without compromising customer satisfaction.**

## How we helped

**1998**



Partnership  
started

**100**



Capita's  
NPS

**10**



Service  
mandates

**58**



Skills

## Our approach



Through efficient resource planning, we manage fluctuating volumes and peak times, achieving significant cost reductions without compromising on quality.



To ensure high standards in customer interactions, our digital training programs cover, not only, technical aspects but also enhance communication and soft skills.



Secure consistently high service quality and customer satisfaction through regular performance evaluations and a structured coaching cycle.



To maintain compliance, particularly in data protection and information security, we conduct routine quality controls, upholding the high standards of our client.

For its long-standing successful collaboration and partnership, Capita has been awarded a client Net Promoter Score of 100. This reflects the unwavering commitment to excellence and our continuous efforts to deliver the highest quality service to our client.

