

Kingdom Bank Africa Limited

Clientele Profile

Customer Name: Kingdom Bank Africa Limited

Industry: Financial Services

Location: Harare, Zimbabwe

Challenge:

- Inability to track calls
- Lack of proper queue management
- Absence of monitoring
- Longer wait time

Solution:

- Voice Logger
- IVR
- ACD
- Integration with their CTI

Background

The Kingdom Bank Africa Ltd. wanted to offer the best of services to its customers and elevate their satisfaction level. However, there were obstacles to their business goals which prevented them from achieving what they wanted. The major problem was the lack of a proper technology which did not allow them to monitor their operations. The requirement for a solution became imperative in order to deliver quality service to their esteemed customers.

The Business Challenge

The main goal of Kingdom Bank was to provide the desired support quality to address the needs of customers in relation to their services. Owing to the lack of an agile technology, they were unable to track calls and collect report on calls. The wait time was longer which led to a deterioration in customer satisfaction. They wanted to streamline their business through a basic monitoring which was absent in their business operations.

Solutions Delivered

Understanding their business needs, Drishti offered them AMEYO, the viable solution. The IP-based solution is rich in features like the IVR, Voice Logger and ACD which provided them all the essential tools important for their business needs.

Results and Value add-on

They were able to reach out to their customers easily which elevated their satisfaction level and also monitor their business executions. With AMEYO, there was an efficient management of workforce which resulted in an increased productivity and efficiency.

"Businesses require a technology that can provide process optimization and work force management. AMEYO, the all in one solution has the capability to measure and monitor operations and offer more personal experience to the customers. Kingdom Bank will enable us to widen market reach so that we can serve a more comprehensive set of enterprises and contact centers with solutions comprising of IVR, Voice Logger, ACD, comprehensive reporting and many more."

- **Mr. Sachin Bhatia**, Vice President - Drishti-Soft Solutions Pvt. Ltd.