



# Case Study: Webhelp UK

Webhelp UK is part of the international Webhelp Group; a leading BPO provider and customer experience innovator across digital and traditional channels.

It is achieving rapid growth by focusing on value-based outsourcing, omni-channel engagement and experience analytics to create optimal customer journeys.



## The Challenge

Both auto and predictive dialling with intelligent scripting powered by next best action workflow and integrated with Union Insurance's CRM system.

## The Solution

The Invosys Platform, a combined agent desktop and workflow engine, is now an integral part of any Webhelp new business bid that requires an agent technology component. It features in the company's showcase capability, where the 'art of the possible' in customer management is constantly refined and demonstrated.

**9%**

**Increase in sales  
conversion**

**3%**

**Increase in  
sales value**



**Average AHT reduction of 20%**



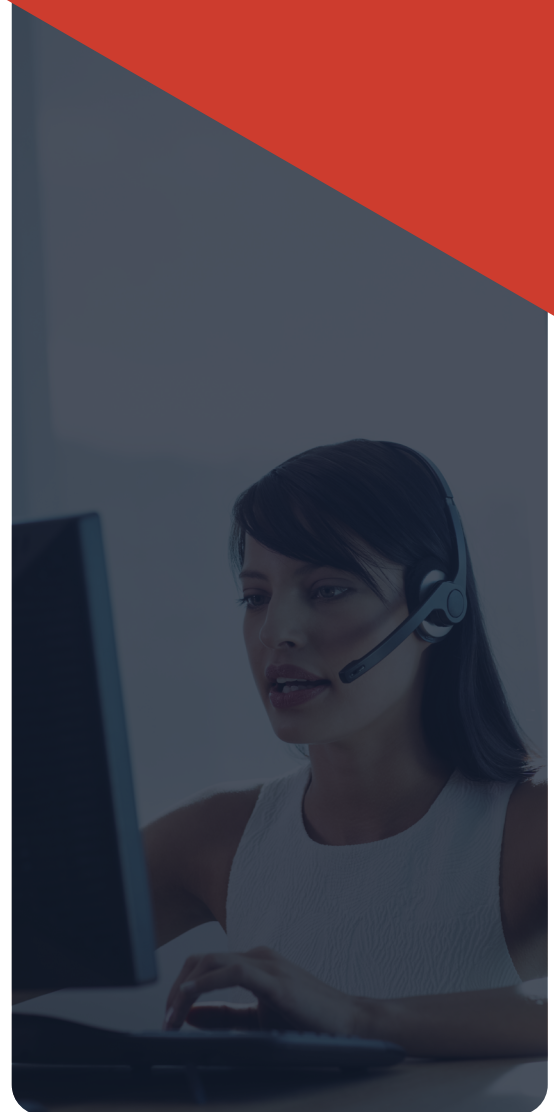
**Supporting successful new  
business wins**



**Delivering 15% to 20%  
efficiency gains in operation**

## Get Started with Invosys

Our commitment to understanding unique challenges for customers, partners and resellers is unwavering. Reach out to our team at Invosys to learn how we're helping organizations like yours manage their UCaaS and CaaS platforms. We're committed to providing world-class solutions in the telco, UCaaS, CaaS space and more to create exceptional customer service and build genuine relationships based on trust. Take advantage of our solutions today by connecting with our team.



# Ready to Transform Your Business Communications Like Webhelp UK?

## Contact Us

P : 0161 444 3333

E : [sales@invosys.com](mailto:sales@invosys.com)

[invosys.com](http://invosys.com)

