



CASE STUDY

## Upskilling Boosts CSAT and NPS, while Decreasing AHT for a Financial Services Company



The client is a leading US-based provider of reloadable prepaid cards and related financial services. They serve millions of underbanked consumers who do not have a traditional bank account.

### CHALLENGE

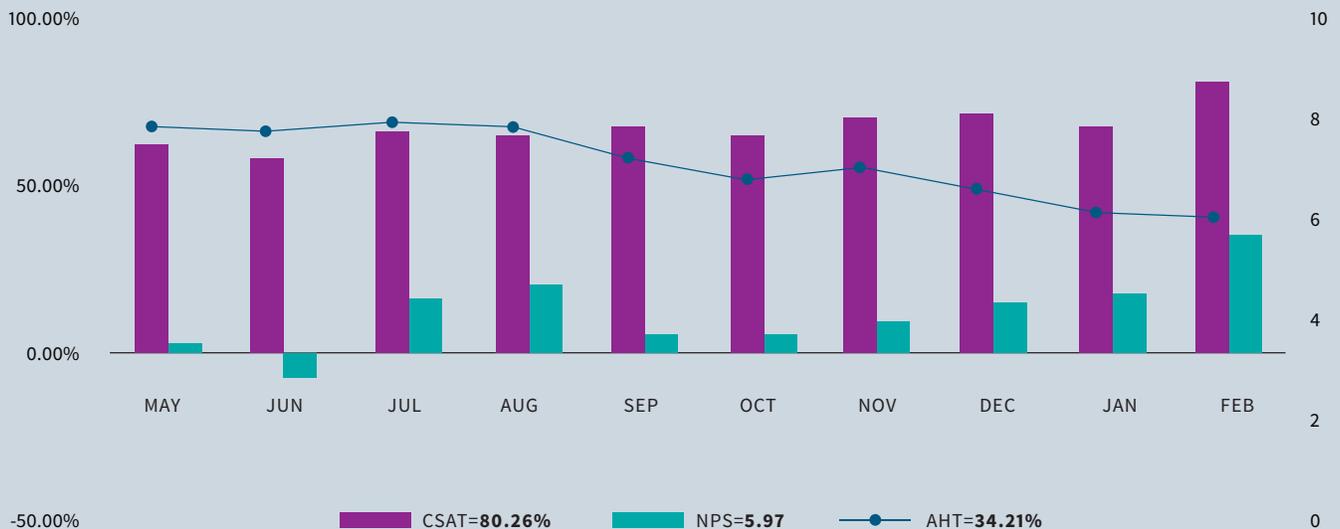
The client was adding PayPal prepaid credit cards to its portfolio. The client's in-house team developed a training agenda focused primarily on program features and the differences between PayPal Prepaid credit cards and standard credit card. Inspiro reviewed the client's upskilling and refresher agendas and recommended a five-day agenda to cover additional simulation along with hands-on activities. The team began this activity in April 2015 and continued throughout the year.

### SOLUTION

Screenshots of a sample account was used and learning was validated through an online assessment. After 90 days, the class was surveyed again. 71% felt that the number of lectures and activities was adequate for them to achieve the targets, while 25% responded that they needed additional exercises and drills to be more successful.

Refresher courses were developed over the next two months that included use of PayPal Online Account Center Simulators, Activation/Registration, Linking, Funds Transfer, and PayPal Process Flow. The team developed suggested call scripts.

## PERFORMANCE RESULTS (2015)



For more information on how Inspiro can add value to your business processes, please contact:

### Mark Belcher

Head of Sales and Business Development – United States

M (956) 703 7682

E [mark.belcher@inspiro.com](mailto:mark.belcher@inspiro.com)

## RESULT

The upskilling produced substantial results. CSAT climbed from 61.5% in May 2015 to 80% in February 2016. Net Promoter Score steadily increased from -1% in May 2015 to a high of 34.2% in February 2016. While CSAT and NPS were increasing, Average Handle Time decreased from 7.84 minutes in May 2015 to six minutes in February.

## ABOUT INSPIRO

Inspiro is a pioneering leader in global customer experience management. We blend tech-savvy and a people-centric approach to deliver multi-lingual, omni-channel solutions covering the full customer engagement lifecycle from acquisition, to retention and on to enhancement. We have over 12,000 customer champions in 35 global strategic locations serving some of the world's best-known companies across various industries including media, telecommunications, travel and hospitality, financial services, utility, healthcare, retail, and e-commerce.

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