

Nomination: 19206

Dishant Bhojwani - Most Innovative Customer Service Executive of the Year

Page: General Information
Name of Organization / Company IntouchCX
Logo Download File (https://asiasteveawards.secure-platform.com/file/29022/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoyOTAyMiwiaWYwXsb3dOb3RtaWduZWVcmwiOiJGYWxzZSIsImInbm9yIntouchCX_Primary.jpg)
Web Site Address https://www.intouchcx.com/ (https://www.intouchcx.com/)
Page: Entry Information
Entry Title Dishant Bhojwani - Most Innovative Customer Service Executive of the Year
Category X01 - X09 - Individual Professionals > X02. Most Innovative Customer Service Executive of the Year
Submission Format An Essay of up to 625 Words
Essay Dishant Bhojwani, IntouchCX's Global Chief Operating Officer (COO), believes that a successful, innovative, and resilient organization is driven by three factors: A clear and compelling vision ensuring employees are aligned with the organization's goals, linking them to their daily work Balancing financial business targets with a supportive environment where stakeholders, clients, and employees can thrive Empowering employees and allowing them to take full ownership of their portfolios, enabling them to scale and deliver world-class performance. Dishant's leadership and focus on employee well-being, and client and customer service has revolutionized how we use innovative solutions alongside AI for both our employees and clients, reengineered how we train and upskill our teams, and ensured we are invested in their continued growth and development. Since joining IntouchCX, Dishant has led strategic acquisitions, strengthened the leadership team, won new clients, and created a world-class working environment, all leading to growth in company revenue of 67.5% in India, 64.4% in the Philippines in two years, and an overall regional revenue growth of 185% as of December 2023. Our latest APAC and Africa geographical launches were driven by Dishant who saw the potential of Kuala Lumpur, Malaysia, as a pan-Asian hub and Cairo, Egypt, as a crossroads to three continents with a large multilingual talent pool. Since its inception, Malaysia has won two new clients and is working on its third line of business. Cairo, which launched in October 2023, will create 500 new jobs and already has four clients with further growth confirmed for Q2 and Q3 2024. Under Dishant's mentorship, IntouchCX is also leading the way in providing world-class customer service to our clients and their customers. By conducting detailed analysis of customer feedback, implementing innovative solutions and redesigning our training methodology, we have been able to surpass customer satisfaction targets by 4% for a streaming service provider client. For a second accommodation-providing client, the APAC team has increased booking value and CSAT resulting in 48% retention of cancellation calls. Additionally, we have enhanced sales targets by 389% for a client by identifying the customers' needs and training our teams to truly understand their requirements. IntouchCX launched Mosaic Languages, an automation tool in 2023, allowing us to speak to customers in over 100 languages. This tool reduces cost and location limitations drastically, enabling an online learning provider to provide consistent multilingual, global support and within 90 days of implementation, the brand experienced a 68.5% service-level improvement and 10% reduction in average handle time (AHT). This was achieved by empowering our high-performing teams in Manila, Philippines with the ability to engage with new and prospective students in multiple other languages, including Bahasa and Arabic. Headcount across the APAC and Africa region has tripled in size from 6,000 to 16,000 in under three years. The attrition rate in the APAC has dropped significantly from over 9% to a steady 5-6% reflecting our people-first framework and core value of Well Being is More Than a Checkbox. Our account portfolio has grown substantially and we have maintained top vendor rankings, being number one with eight vendors to date. IntouchCX, under Dishant's guidance, successfully navigates challenges with resilience and adaptability. Previously recognized as Customer Contact Center Leader of the Year, his leadership extends beyond the walls of IntouchCX by actively contributing and sharing insights through publications, industry forums, and speaking engagements. His thought-provoking perspectives have elevated the discourse within the customer service community and inspired others to strive for excellence.

For this category please provide

An essay of up to 625 words describing the nominee's innovative achievements since July 1 2021, **OR** a video of up to five (5) minutes in length illustrating the same.

Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry and provide more background information to the judges.

Credits

Dishant Bhojwani - Global Chief Operating Officer, IntouchCX.

Do You Have Supporting Files You Would Like to Upload?

Yes

Audio (Mp3), Documents (PDFs, Word, PowerPoints), Images (PNG, JPG, TIF), and Video (Mp4)

200 MB Max per File

File 1

Download File (<https://asiasteveawards.secure-platform.com/file/29026/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoyOTAyNiwiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImInbm9yIntouchCX%20-%20Global%20Multilingual%20Support%20Transforms%20Customer%20Experience%20%281%29.pdf>)

File 2

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File 9

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File 10

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Do You Have Website URLs you would like to link to

Yes

URL 1

<https://www.linkedin.com/in/dishant-bhojwani-616b4932/> (<https://www.linkedin.com/in/dishant-bhojwani-616b4932/>)

URL 2

<https://www.intouchcx.com/thought-leadership/intouchcx-announces-expansion-to-malaysia/> (<https://www.intouchcx.com/thought-leadership/intouchcx-announces-expansion-to-malaysia/>)

URL 3

<https://martechseries.com/sales-marketing/customer-experience-management/intouchcx-announces-expansion-into-egypt/> (<https://martechseries.com/sales-marketing/customer-experience-management/intouchcx-announces-expansion-into-egypt/>)

URL 4

<https://www.intouchcx.com/thought-leadership/intouchcx-to-create-500-new-jobs-in-cairo/> (<https://www.intouchcx.com/thought-leadership/intouchcx-to-create-500-new-jobs-in-cairo/>)

URL 5

<https://timesofindia.indiatimes.com/business/india-business/intouchcx-redefining-customer-experience-cx-through-their-technology-and-their-people-/articleshow/106226159.cms>
(<https://timesofindia.indiatimes.com/business/india-business/intouchcx-redefining-customer-experience-cx-through-their-technology-and-their-people-/articleshow/106226159.cms>)

URL 6

<https://www.intouchcx.com/thought-leadership/intouchcx-wins-three-awards-at-the-bpo-innovation-summit/> (<https://www.intouchcx.com/thought-leadership/intouchcx-wins-three-awards-at-the-bpo-innovation-summit/>)

URL 7

<https://councils.forbes.com/profile/Dishant-Bhojwani-Global-Chief-Operating-Officer-IntouchCX-IntouchCX/c658439c-ab49-4511-bf75-77adcfb54235>
(<https://councils.forbes.com/profile/Dishant-Bhojwani-Global-Chief-Operating-Officer-IntouchCX-IntouchCX/c658439c-ab49-4511-bf75-77adcfb54235>)

URL 8

<https://www.forbes.com/sites/forbesbusinesscouncil/2023/11/29/15-ways-leaders-can-form-solid-business-connections/?sh=59ef981b570d>
(<https://www.forbes.com/sites/forbesbusinesscouncil/2023/11/29/15-ways-leaders-can-form-solid-business-connections/?sh=59ef981b570d>)

URL 9

<http://bpotech.in/edition9.html> (<http://bpotech.in/edition9.html>)

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