IntouchCX

Page: General Information

Name of Organization / Company

IntouchCX

Logo

Download File (https://asiastevieawards.secure-platform.com/file/31766/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjozMTc2NiwiYWxsb3dOb3RlaWduZWRVcmwiOiJGYWxzZSISImlnbm VW_e63aEcDRd4Qyr7It_41pI?IntouchCX_Primary%20%281%29.png)

Web Site Address

https://www.intouchcx.com/ (https://www.intouchcx.com/)

Page: Entry Information

Entry Title

IntouchCX

Category

T01 - T11 - Achievement Categories > T02. Innovative Achievement in Customer Satisfaction

Submission Format

An Essay of up to 625 Words

Essay

For over 20 years, IntouchCX has redefined customer experience (CX) management, blending cutting-edge innovation, operational excellence, and a people-first approach. With a team of over 35,000 employees across 24 campuses in 14+ countries, IntouchCX delivers transformative solutions tailored to meet the evolving needs of global clients. Recognized as a Major Contender in both the Everest Group Americas PEAK Matrix Assessment (2023) and the Conversational AI Products PEAK Matrix Assessment (2024), IntouchCX has solidified its position as a trusted partner for the world's leading brands. These accolades highlight the company's unwavering commitment to innovation and its ability to deliver scalable, impactful results that shape the future of CX.

Driving Innovation in Customer Service

Since July 2022, IntouchCX has implemented different initiatives to revolutionize customer service. By leveraging advanced technology and strategic methodologies, the company has achieved measurable improvements in efficiency and customer satisfaction.

Strategic Sprints: Enhancing Client Operations by Precision Problem-Solving

IntouchCX's proprietary Strategic Sprint methodology delivers targeted solutions to complex client challenges; for example, for a car-sharing app, Strategic Sprints tackled issues like license expirations and refund accuracy, achieving a 42% reduction in guest no-shows caused by expired licenses and a 100% improvement in refund process accuracy. A similar sprint for a delivery service brand introduced the SIDD Spark AI solution, which automated case documentation, enhancing agents efficiency and accuracy within five months. As a result, quality assurance scores increased to 91%, and the average handle time (AHT) decreased by 31 seconds.

Revolutionizing Multilingual Support with Mosaic Languages.

In 2023, IntouchCX launched Mosaic Languages solution transforming multilingual customer service for an online learning provider. By enabling real-time responses in over 100 languages, service-level agreements (SLA) improved by 68.5%, Average Handle Time (AHT) was reduced within 90 days by 10%, and there were over 50% cost savings on support-related expenses. Mosaic Languages eliminated geographical and linguistic barriers, providing seamless support and redefining the possibilities of global CX delivery.

AI-Powered Efficiency by Sidd Spark

The deployment of Sidd Spark, IntouchCX's advanced AI solutions, streamlined repetitive tasks for an on-demand workforce client. The tool delivered a 10-second reduction in aftercall work (ACW), superpassed a CSAT (customer satisfaction) score target of 92.61%, and enhanced agent productivity with faster resolution times.

Transforming Training and Employee Development

IntouchCX recognizes that empowered employees are integral to delivering exceptional customer experiences. To enhance workforce capabilities, the company revamped its training programs for a delivery service client by incorporating real-world scenarios. This brought a 35% reduction in incorrect reason codes among new hires, improved customer interactions through scenario-based learning, and refined QA (quality assurance) rubrics. This commitment to employee development ensures agents are better equipped and prepared to meet the dynamic demands of global CX.

Measurable Success Across Client Programs

IntouchCX's innovative strategies consistently drive exceptional results; for example, for an online learning provider, Mosaic Languages increased contact rates by 30% year-over-year and improved CSAT by 6%. And for a leading food delivery brand, the company's strategic initiatives ensured uninterrupted operations during periods of peak demand, safeguarding customer trust and satisfaction.

These outcomes underscore IntouchCX's ability to deliver transformative and scalable solutions that address complex business challenges, focusing on innovation, global expansion, and technological advancement.

IntouchCX has solidified its position as a trusted advisor in customer experience management, by integrating human capabilities, advanced AI solutions, multilingual tools, and employee empowerment strategies, redefining the industry standards and delivering transformative value for clients worldwide.

For this category please provide

An essay of up to 625 words describing the nominated innovative achievements since July 1 2022, **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

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

████████████████████████

██
██

███████

████████████████████████

██
██

File 3

███████████████████████

██

████████████████████████████

███

File 4
No File Uploaded

File 5

███████████████████████

██

██████████████████████████████████████

File 6
No File Uploaded

File 7
No File Uploaded

File 8
No File Uploaded

File 9
No File Uploaded

File 10
No File Uploaded

Do You Have Website URLs you would like to link to
Yes

URL 1

██

██████████████████████████████████

███████

██

██████████████████████████████████

███████

██

███████

███

URL 5

URL 6

URL 7

URL 8

URL 9

URL 10

By your submission of this entry to The Stevie Awards you verify that you have read and agree to abide by the regulations, terms and conditions of the competition (http://asia.stevieawards.com/rules-and-terms-conditions-competition).

Terms and Conditions

I Agree