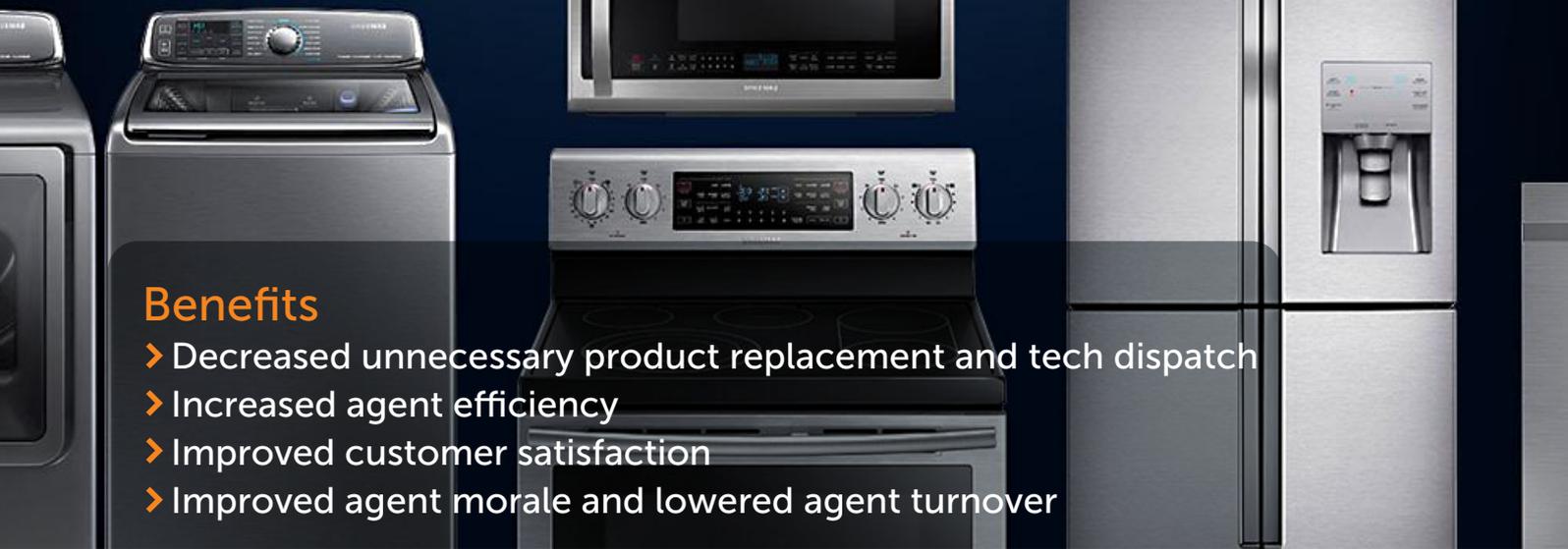


# A Leading Home Appliances Company Streamlines Support and Reduces Costs, While Improving Agent Morale.



## Benefits

- Decreased unnecessary product replacement and tech dispatch
- Increased agent efficiency
- Improved customer satisfaction
- Improved agent morale and lowered agent turnover

*“TechSee’s Intelligent Visual Support revolutionized the way we deliver customer service.”*  
Leading Appliance Company Support Manager

## The Business Challenge

The client is a leading home appliance brand, known for advanced technologies and industry leading innovation.

They serve warranties sold through multiple retailers for dozens of different appliances and models, which puts tremendous pressure on their customer service agents. Agents had to identify the specific make & model of an appliance based on only the description provided by customers, as well as assess a case with limited information to see if it is under proper warranty.

This resulted in agent efficiency falling significantly below industry standards and growing customer frustration. The brand was caught in a cycle of high agent burn rate. Costs were growing, agent turnover was high, and customer satisfaction was low.

## The Solution

The home appliance client discovers TechSee’s Visual Support Solution and thus identifies a way to improve their customer support. The solution is deployed in a matter of days, allowing customer service agents to see the appliance in the customer’s home with their own eyes, as well as visually confirm the validity of the warranty.

Within 60 days, the rate of false technician dispatches and appliance replacements drops dramatically. Agent’s efficiency increases, as physically seeing the appliance helps them identify the model and the source of the problem. Also, visually guiding the customer saves them significant time in the resolution process. As a result, management rewards the customer service agents, their morale is improved, and customer satisfaction rises.

## The Results

**A 93% reduction in false technicians dispatches and product replacements**

**An 11% decrease in Average Handling Time (AHT)**

**A 48% Increase in Net Promoter Score (NPS)**

**A significant drop in agent turnover**