

Wipro



About Wipro

Wipro Limited is a leading global information technology, consulting and business process services company. They harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, they have over 160,000 dedicated employees serving clients across six continents. They claim to discover ideas and connect the dots to build a better and a bold new future.

The Need of the Client

Wipro required an able customer care specialist to handle the queries, complaints and grievances of its large customer base. Due to the instantly-delivered nature of IT services, time of handling and resolution of tickets raised was of essence.

Solution for the Client

A well-thought-out and deeply researched solution/package of services was developed for addressing the specific requirements of Wipro. This included a variety of complementary services, built around the core solution consisting of inbound, outbound and email support for BSNL Enterprise clients for lease lines.

Results from the Solution

The services that we delivered included resources, timelines, and overseeing the entire execution process of the solution from implementation to feedback integration.

Wipro gained the utmost in terms of client satisfaction, as the number of grievances addressed grew to eclipse previous performance.

The positive impact of our services on the business of the client was there for all to see, and the client acknowledging the high quality of the services we delivered added another feather to our already burgeoning hat.

Go4customer incorporated the learnings from our solution deployment for Wipro into our existing processes so as to evolve our services for the tech-driven future!