

INCREASED CALL CENTER BY 100% OUT ADDING HEADCOUNT

Microsoft's Customer Service and Support (CSS) business runs 100+ call centers around the world in 40 languages for their consumer products. These include some of Microsoft's most well-known brands such as Windows, Office, Surface, and Xbox.

The client needed full command over its call center monitoring ecosystem

With

Beyondsoft quickly scaled the operation by customizing and deploying the Beyondsoft Intelligent Operations Platform (BIOPS). Within months, the global coverage map saw a significant growth.

more than doubled queues and reduced the incident response time without adding headcount.

As an artificial intelligence/machine learning solution, BIOPS fulfilled the client's need to eliminate manual processes and embrace automatic monitoring, issue detection, and alerts. automate ticket escalation, call-to-action, and root cause analysis

managed service also provided the client additional business resiliency through geographic diversification by operating in China, India, and Costa Rica. The offshore teams monitor the support calls around the clock and across all geographies.

According to Jeff Bostwick, Service Desk Director at Beyondsoft, "the entire

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