



Eminent Digitals Increases **CSAT BY 15X**

FOR LEADING *ELECTRIC AUTOMOTIVE BRAND IN INDIA*

Client Name:

Joy E Bike

Industry:

**Electric Automobile
Manufacturer**



Background

Before partnering with Eminent Digitals, Joy E Bike faced several critical challenges in their customer support and grievance management

Customers experienced long wait times and low satisfaction levels.

Grievance management was particularly inefficient, with many complaints taking an extended period to resolve

The operations were decentralized, leading to a disconnected customer and dealer network

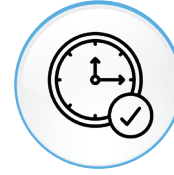
Additionally, managing customer demands was problematic, with a significant portion of requests being beyond the company's capacity to fulfil.



Objective



Customer Support



On Time Resolution



Grievance Management



Customer Satisfaction



Challenges

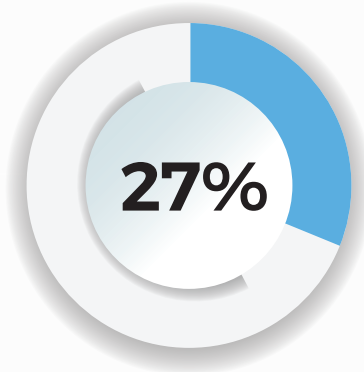
- Industry Knowledge
- Emerging Industry & Technology
- Centralizing Customer & Dealer network
- Unrealistic Customer Demand



Results



Increased FCR by



Decreased initial Response time by



increase in Loyal Customers/Referrals



Thank You

