

Coveo reduced mean time to resolution by 53% within the first six months with SupportLogic

Coveo's efforts to drive operational efficiencies from an assisted support perspective had stalled. Mean time to resolution had been stuck at four days for four straight quarters, and other KPIs like first day resolution weren't moving as quickly as Coveo wanted. After analysis of the root cause, their findings showed that agents were often faced with issues with which they were not fully familiar, causing delays in resolution.

To improve the support experience for both customers and agents, Coveo turned to SupportLogic.

SupportLogic's intelligent case routing, backlog management, and escalation prediction solutions drove significant improvements across Coveo's support KPIs. Within the first 6 months only, the company reduced median time to resolve by 53%, increased first day resolution by 31%, and reduced escalation requests by 56%.



ABOUT COVEO

We believe that relevance and personalization are critical for businesses to win in the new digital experience economy, to serve people the way they expect, and that applied AI is an imperative. Coveo is a market-leading AI-powered relevance platform. Our SaaS-native, multi-tenant platform injects search, recommendations, and personalization solutions into digital experiences. We provide solutions for commerce, service, website, and workplace applications. Our solutions are designed to provide tangible value to our customers by helping drive conversion and revenue growth, reduce customer support costs, increase self-service, customer satisfaction and website engagement, and improve employee proficiency and satisfaction. Our AI powers relevant interactions for hundreds of the world's most innovative brands and is supported by a large network of global system integrators and implementation partners.

 ***Our management team uses SupportLogic as our eyes everywhere.***



Patric Martin
VP of Technical Support

THE CHALLENGE:

Resolve support cases faster and make customers happier

Before using SupportLogic, Coveo was already investing heavily in creating an exceptional customer support experience. The company used Coveo's own technology to surface relevant training materials, product documentation, and self-service resources for customers in their support community, [Coveo Connect](#).

Coveo's Support team also used their technology to fuel their knowledge management program, making relevant content available to agents, assisting with the resolution of issues. However, with most common issues being handled via self-service, agents were faced with issues with which they were unfamiliar, due to the lack of skill-based routing as part of the case assignment process. This caused operational KPIs to plateau. For Coveo, that plateau wasn't acceptable.

THE SOLUTION:

Get the right cases to the right agents and stop escalations before they happen

Coveo incorporated SupportLogic's AI-powered support experience (SX) platform into their case submission process and back-end support workflows.

SupportLogic helped Coveo in three key areas:

1. Intelligent case routing. Coveo used SupportLogic to send incoming support cases to the most qualified agents. This routing was based on factors such as the agent's availability, how well their skills matched the case, the agent's backlog and bandwidth, and their history with the customer.

2. Backlog management. SupportLogic monitored Coveo's existing cases for signs that more attention was needed. The platform identified and surfaced cases that would benefit from a more hands-on approach based on factors like sentiment score, attention score, and inactivity.

3. Escalation management. SupportLogic's AI-powered solution identified cases that were likely to escalate by considering:

- Urgency
- Case activity
- Sentiment score
- How frequently a given customer escalates cases

By flagging these "pre-escalations" for attention, SupportLogic enabled Coveo's support managers to proactively step in and defuse issues before customers ask for a manager.



From an agent experience standpoint, nothing is worse than receiving a case and saying, 'OK, I've never seen this before, I have no idea where to start with this.' Intelligent case assignment detects who the best and most qualified people are. That definitely helps."



Patrick Martin
VP of Technical Support

THE RESULT:

SupportLogic enabled Coveo to improve the experience for customers by resolving issues much faster and for agents by reducing the effort required to resolve cases. By routing cases with SupportLogic, Coveo agents could quickly resolve issues: mean time to resolution fell by 53%, and first day resolution increased by 31%.

“The fact that you’re leveraging your top qualified agents to solve the case out of the gate definitely has an impact,” says Patrick Martin, VP of Technical Support.

SupportLogic’s case monitoring of existing cases for signs of trouble also paid off, cutting escalations by 56%. According to Martin, “our management team uses SupportLogic as our eyes everywhere, so if something does seem to be going out of whack, we can take action. We can have a proactive approach to avoiding any potential customer frustration.”

Agents also reaped the benefits of SupportLogic. The platform’s intelligent case assignments ensured agents received cases they were well-qualified to work on. Agents started resolving more cases more quickly, which improved both customer experience and agent experience.



Coveo’s next steps with SupportLogic

Coveo’s team plans to work with SupportLogic to improve new hire training through better case assignment and coaching.

To learn more about how SupportLogic can help your company create better customer support experiences, take a [free self-guided test drive](#) or contact our solution consultants for a [live demo](#).