



Is employee experience your #1 priority in the new hybrid work from anywhere environment?

Learn How Progressive Elevated Sales Representative Experience for one of India's top pharmaceutical companies



Established in 1984



Indian Multinational Pharmaceutical Company



INR 17,460 crores revenue



Employee strength of 21,650



Enterprise Challenges



Our Solutions



Business Impact



First Call Resolution

- Simplifying complex IVR menus
- Eliminating long hold times
- Making information accessible
- Enabling better agent turnover

FCR improved from **34% to 77%** irrespective of any dependencies.



Poor CSAT (Customer Satisfaction Score)

- Enhancing the end-user digital experience by creating regular tutorial, mailers & collaterals.
- Advancement of IVR.
- Motivating users to provide feedback against every ticket.

CSAT improved from **50% to 75%**



Aged Tickets

- Identifying bottlenecks and fixing them permanently.
- Achieving quicker ticket resolutions.

Reduced the aged ticket (greater than 7 days) from **900 to 0**



No Documentation & Reporting

- Providing technical documents for processes, reporting and operating procedures.
- Governance dashboard for quick reference and better control on operations.

Improved **visibility** of operations and the deliverables



Support Unavailability

- Increasing availability for every day.
- Complete support for issues also during the weekend.

Always On

Ease of access to a Collaborative Service Desk – BLISS – Business level integrated support services. Enhanced from **5 to 7** days a week.

About Progressive

A Digital Workplace Service Transformation company, Progressive Infotech specializes in Automation-led employee services and full stack Infrastructure Services with an unparalleled expertise of over 2 decades. With position on the Gartner Magic Quadrant, we help enterprises future-proof their digital workplace by providing employee-centric solutions. Encompassing more than 1200+ professionals, 150+ active clients, and an integrated 24x7 operation center in India's National Capital Region – we manage technology, talent, and tools to ELEVATE end user experience and keep your digital infrastructure always on and always available.

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