

Optimizing Customer Support for a Leading Commercial Vehicle OEM



ABOUT THE CLIENT

Our client is a global original equipment manufacturer (OEM) in the commercial vehicle sector. They've been supplying technologies that improve the safety, efficiency, and connectivity of commercial vehicles for nearly 150 years.

They're dedicated to keeping their customers' fleets in motion through a range of services, including comprehensive customer support for multiple product streams.

Challenge

To improve the quality of their customer service, our client needed a partner to manage their customer support desk and address a sizable skills gap.

Soft Skills Impact the Quality of Tech Support

Our client's customer service desk plays a critical role in providing technical assistance to mechanics requiring support for tractor-trailer parts.

While their agents had technical knowledge from their mechanical backgrounds, some lacked the necessary soft skills and training to deliver efficient and professional customer service over the phone.

Solution

Evergreen stepped in and implemented a comprehensive approach to manage the team and address gaps in skills.

We revamped agent training with a two-month program covering technical part details, troubleshooting materials, and effective communication techniques. A shadowing process for new hires was put in place so they could learn from experienced agents.

We also implemented performance tracking through call review feedback and transparent scorecards, fueled by consistent QA checks. The result was 85% response rates on surveys and improved employee engagement.

3%

Attrition Rate Compared to Industry Standard of 6–8%

90%

Customer Satisfaction Survey Rating

80%

Of Agents Converted to Full-Time Employees