ITSM Advisory Services for Interpretation and Translation Services Provider

About Client

A market leader in providing interpretation and translation services using various customer contact channels by leveraging the power of contact center technology and multilingual interpreter talents.

Business Benefits

- Sensiple helped by enabling the support organization leaders with existing knowledge solutions to embrace the concept of knowledge centered support
- Not only was a solution designed but also the baseline documentation development assistance was provided to make sure that the organization is in the right path towards maturity and dependency risk mitigation

Business Challenges

- Effectively use existing tool investments and enable the journey towards self-service for end users and first line customer support staff
- Improve retention rate of support requests at first and second level support teams
- Eliminate single person dependency for custom developed in house and cloud application support

Solution Provided

- Sensiple explored various tool investments within the organization to make sure that all available options are assessed to determine the right option that is ease to use and configure
- Stake holder feedback on knowledge documentation development priority and design were collected to define the initial phase of the knowledge management initiative
- Sensiple's knowledge authors and technical writers with experience in the areas of technical support worked hand in hand with the client team analysts and SMEs for developing content
- Established an SME assignment based review process to qualify knowledgebase articles
- Training, brownbag and knowledge sharing sessions were conducted to make sure that all the team members embrace the concept of utilizing a centralized knowledge management solution for support and user documentation
- Self-help video tutorials were developed to train users and analysts on best practices and navigation
- Ongoing publishing, content authoring ownership and approval processes were established to govern the knowledge management portal and ensure quality of articles

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