

ZENITH BANK Boosts Efficiency with INFINION's Complaint Automation Solution

CHALLENGE

Zenith Bank needed to launch Calypso (an internal core application) and required a solution to capture all post-launch complaints and issues. The company choose Infinion to automate the internal complaints processes.

SOLUTION

INFINION implemented the following:

- Microsoft Power Platform-based Power Apps Portal for employees to log issues experienced while interacting with Calypso based on issue type
- Automated agent notifications and request routing based on issue type.
- PowerApps solution for agents to attend to issues raised and effect resolutions.
- PowerApps solution for super admins as an added level of service quality assurance to track agents' resolutions and address all issues.
- Automated data collection and reporting with Microsoft Power BI

RESULTS

- An internal complaint management and remediation solution to be used for existing applications and new application launches.
- An improved Calypso experience.
- 90% time saved on monthly reporting for Calypso related issues
- More data visibility and process efficiency



AT A GLANCE

COUNTRY

Nigeria

CUSTOMER SIZE

Large (1000 - 9999 employees)

INDUSTRY

Financial Services

BUSINESS AREA

Business Applications

SOLUTIONS

- Power Platform
- Power Apps
- Power BI