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Pro Capitalize Consultancy Services

We can help you in automating mundane tasks, MIS Reports, data analysis and financial models, whether you require an interactive stock management system, automated sales dashboard or a complex Data analytics tool, our team has the expertise to develop a customised solution to meet your business requirements.

Pro Capitalize Consultants work with you at every stage to develop a strong understanding of your business before delivering customised solutions that will help you increase productivity.

“DASHBOARD CREATION HELPS LEADING TELECOMMUNICATIONS COMPANY IN INDIA FOR THEIR CUSTOMER SERVICE OPERATIONS TEAM, RESULTING IN ERROR FREE EXECUTION, EFFORT SAVING AND REAL-TIME MANAGEMENT REPORTING”

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THE CLIENT:

The client is one of the largest global Telecommunication company in India, Headquartered in Mumbai.

THE CHALLENGE:

The client's Voice & Mobility Business Unit is focused on Customer Service Operations. The team required accessing and analysing data sets of their customers based on certain pre-set parameters, which in-turn helped them for better and prompt decision making for the clients to serve them better by offering right product packages and solutions. Sourcing of data from different systems, manual analysis and presentation was a time-consuming activity with also a risk to human errors

Typical parameter examples:

- Filters - Country wise, Region wise, CRM Customer bucketing etc...
- Views - Top 5 Gainers, Bottom 5 Losers, Volumes v/s Output etc...
- Snapshot – Providing Aging and Summary of the complaint tickets of customers

THE SOLUTION:

A user-interactive dashboard was created in MS Excel using VBA Macros, Dynamic Charts, Placeholders and Database plug-ins which provided comprehensive views and drill downs using best available Analytical and Statistical Techniques in Excel with Restricted User Role Level Tracking.

THE BENEFITS:

With the help of this new Dashboard now, Client has:

- Automated Access and Analysis - The Voice & Mobility Business Unit members with their individual logins can access and view their aligned regional data with various pre-set views.
 - Trouble Ticket Snapshot - Available with ageing buckets.
 - FTE Savings - It saves their tremendous efforts and time to download data from the systems and then analyse & enrich the same. Also there is a functionality to configure new parameters for analysis.
 - It provides the top Management, a single landing page to view the required consolidated information and also track whole team and customer performance.
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