

Customer

Power Tools Company

Industry

Manufacturing

Worldwide Employees

1,750

Fishbowl Products & ServicesOracle Digital Assistant Design
and Development Services**Oracle Products**

Oracle Digital Assistant

A LARGE POWER TOOLS COMPANY DRIVES ROI WHILE ENHANCING ITS CUSTOMER EXPERIENCE

This large power tools company operates the sales for all Yamabiko Corporation products throughout the entirety of the Americas. With over 6,600 independent dealers and 2,200 Home Depot stores selling their products, the customer service team is tasked with handling hundreds of questions from customers each week. The customer service team was swamped and turned to Fishbowl for help.

BUSINESS PROBLEMS

- 33% increase in customer service requests due to pandemic
- Limited accessibility of information for customers
- Scale up customer service team without additional headcount

SOLUTION HIGHLIGHTS

- Implementation of Oracle's Digital Assistant
- Deployment of conversational flow
- Optimization of tech stack
- Enhanced call deflection from live agents

RESULTS

- 83% deflection of live agent interactions
- ROI achieved in less than 5 months
- Improved customer service experience
- Reduction of overall customer support costs