



DIGITAL WORKER

Casey

Customer Service Coordinator

The Customer Service Coordinator creates a superior customer experience by ensuring every customer inquiry, whether through email or a web portal, is resolved promptly and with the highest service standards.

Casey works across multiple departments, re-routing and helping resolve complex inquiries.

KPIs

90%

OF EMAILS TRIAGED WITHIN 15 MINUTES, REDUCING AVERAGE HANDLING TIME TO 2 MINUTES PER CASE

PROVEN CAPACITY FOR PROCESSING NEARLY

300K

EMAILS PER MONTH

Optional add-ons

- Consolidate all messages from inboxes
- Determine if additional information is required to classify message/ attachments
- Connect to internal customer system to enrich data

Responsibilities

- Review all incoming customer inquiries
- Ensure customer SLAs are met
- Quickly resolve problems and make sound decisions
- Proactively contact customers to deepen relationships through needs-based conversations
- Perform broad range of tasks of varying complexity and scope
- Accurately re-route inquiries in accordance with organization's policies and procedures

Skills

- Interact with up to 20 inboxes in Outlook
- Ingest messages and convert to PDF for classification
- Download email attachments
- Classify language, message and attachments
- Serve as configuration/rules engine for setting classification logic, deciding next action, then completing next action based on email classification
- Handle exceptions with human-in-the-loop capability, working side-by-side with traditional team members