



A Banking Case Study

Sharing the Weight in a Heavy Situation



A national bank launched a new iOS and Android app that suffered an outage — affecting all mobile and online customers for one week. When the issues began to arise, customers flooded the bank's call centers with inquiries. During this time, **TCN helped scale their call center from 25 full-time floor agents to over 200 full-time and temporary agents.** TCN's true cloud-based call center technology alleviated and controlled both inbound and outbound calls with ease.

TCN was able to help with:

- Handling over 150,000 inbound calls
- Scaling up to handle increased call flow
- Making progressive changes to their IVR
- Producing real-time analytics
- Insights into IVR, hold times and other essential metrics

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