GRYPP

Case Study: Enhanced Agent Productivity

A prominent global organization sought to improve customer experience and boost agent efficiency, turning to Grypp for assistance.

Grypp's cutting-edge virtual contact center software was first implemented in a controlled trial, enabling smooth interaction between agents and customers across multiple channels.

Following a highly successful pilot, the enterprise embraced Grypp's platform across their entire contact center network, yielding remarkable results:

+19%
Conversion
Dials

+$4.3M
Revenue
annually

-6%
AHT
on all interactions

+13%
Customer Satisfaction
measured through NPS