



Weee!, the largest Asian and Hispanic grocery store in North America.

Challenge

Prior to implementing Sobot, Weee!'s call center, including the IVR (Interactive Voice Response) system, lacked the flexibility to be easily adapted in response to changing business needs. This limitation posed a challenge in delivering a premium customer experience, particularly since fast response times are a critical element of such an experience.

Solution

- **IVR – flexible, adaptable and simple**

Weee! agents benefit from Sobot's assistance in efficiently resolving customer issues. Sobot's IVR system is both flexible and adaptable, making it easy to accommodate the ever-evolving demands of the business. Additionally, it guarantees that callers consistently connect with the appropriate agent at the right moment through intelligent routing, ensuring a smooth customer service experience.

- **Unified agent workspace**

Sobot's integrated voice solution seamlessly synchronizes with all other communication channels, providing agents with immediate access to comprehensive customer information. Additionally, the convenient phone bar within their system significantly enhances agent efficiency, facilitating more effective and informed customer interactions.

- **Multi-dimensional CX research**

Sobot provides customer experience research templates tailored to specific business types, including templates designed for different languages and nationalities. This enables agents to effectively measure the quality of customer experiences. As a result of these efforts, Weee! has achieved not only a commendable return on investment (ROI) but also significant business growth by enhancing the overall customer experience.

20%

Increase in Agent Efficiency

50%

Reduction in Resolution Time

96%

CSAT