

# Deploying at scale, with speed.

Rapidly implementing sales enablement technology to  
support customer conversations

## Objectives

Our partner's client, one of the largest online retailers in the US, with a product catalogue totalling more than 80,000 items were facing challenges with their online order process during a critical period of high revenue expectations. Consequently, this was creating an increase in calls with advisors who were struggling to support customers in finding and purchasing products.

## Solutions

One of our largest global partners deployed Visualization, powered by Grypp, which allowed advisors to share with customers, product information, images and build baskets for the customer to confirm in real-time.

Critically, this meant they could bring the digital experience customers used when engaging online, without significantly increasing AHT.

Key to this deployment was the speed at which they could deploy. Within three days, they had integrated with the client's product catalogue, including stock availability and in a further three days, trained over 90% of advisors.



## Outcomes

**80,000**

PRODUCTS

Fully integrated including stock availability

**72**

HOURS

Full integration and deployment

**100%**

AGENT ADOPTION

in one week



"The last thing a client wants is more frustration – speed to resolve and first call resolution are our top priorities. Grypp resolves this.

By far Grypp is the best platform we have ever implemented."

**Global BPO Partner**

