

# Fisher & Paykel

## How

# Fisher & Paykel

## halved their training time

### The Challenge

Fisher & Paykel Appliances operates a Global Customer Services Contact Centre, integrating three different sites in Australia and New Zealand.

Providing service to multiple geographic areas meant managing varied information, and communicating

market change information to all three sites. In addition to better information delivery, managers have needed a follow-up mechanism to evaluate how well the staff implemented the updates.

### The Objective

Fisher & Paykel decided to implement a knowledge management solution. They wanted the chosen solution to accomplish the following objectives:

- Improve the customer experience, enhance employee knowledge and retention of staff.
- Deliver information to employees through a fast, easy-to-use interface.
- Communicate changes effectively.
- Enable standardised training methods for communicating policies and procedures.
- Reduce training time.
- Lower average handling time.
- Update content easily without requiring major IT support.

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*livepro now forms an integral part of our global customer service information solutions.*

**Nicolette Niesh**

Knowledge Management & Business Services Manager at Fisher & Paykel.



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*We also believe there will be ongoing and longer term benefits from the implementation of livepro as we continue to develop and include new content from our customers service operations.*

**Nicolette Niesh**

Knowledge Management and Business Services Manager at Fisher & Paykel.

## The Outcome

Fisher & Paykel implemented the livepro system in its Global Customer Service Centres and saw instant benefits with:

- Fewer mistakes in service request processing thanks to livepro’s clear presentation of instructions.
- Speedier information delivery over the phone.
- Increased confidence for new inductees thanks to integrating company training and quizzes with livepro’s scripted step-by-step work instructions.

- Improved communication and follow-up with livepro’s Announcement feature.
- Numerous systems and process improvements as a result of an extensive review while loading content into livepro.

Additionally, Fisher & Paykel introduced a new core methodology to its contact centre workers. “One Question – Same Answer – Different Voice” communicated the expectation that customers would hear the same answers to questions no matter which agent responded to the call.



## About livepro

Since 2001, livepro has enabled over 5,000 users, including contact centres, customer operations and process-driven organisations, to enhance customer service, slash operating costs, foster employee engagement and improve compliance.

