



## Italian Cluster Covid-19 Response: Fast and effective – Design our continuity plan.



### ANALYSIS

- Local context
- Emergency regulations (due to COVID-19)
- Privacy regulations
- Technical feasibility and test on all assets



### SOLUTION DESIGN

- Operational design
- Clients' approval
- Procurement
- Tech assets set up
- Documental assesment
- Help Desk roll out plan



### EXECUTION AND MANAGEMENT

- Staff management
- Move of the assets
- Daily/Weekly check
- Constant monitoring to guarantee operational excellence



# Italian Cluster Covid-19 Response: Building a new Help Desk for W@H Agents

In March 2020 we launched the new Help desk service, to cover the W@H agents requests.



Development and launch of an internal Ticket system and dedicated CRM



Omnichannel approach: the Help Desk Team offered support on different channels such as voice/E-Mail/Chat.



Digital channels were offered on web pages accessible by web and smartphones



Transcom launched T:Translation for automatic chat translation supporting multiple languages and multiple countries

# T:Translation capabilities



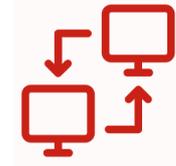
Automatic language recognition



Translation of the received message



Translation of sent message



Integration with ticketing System



Push notifications

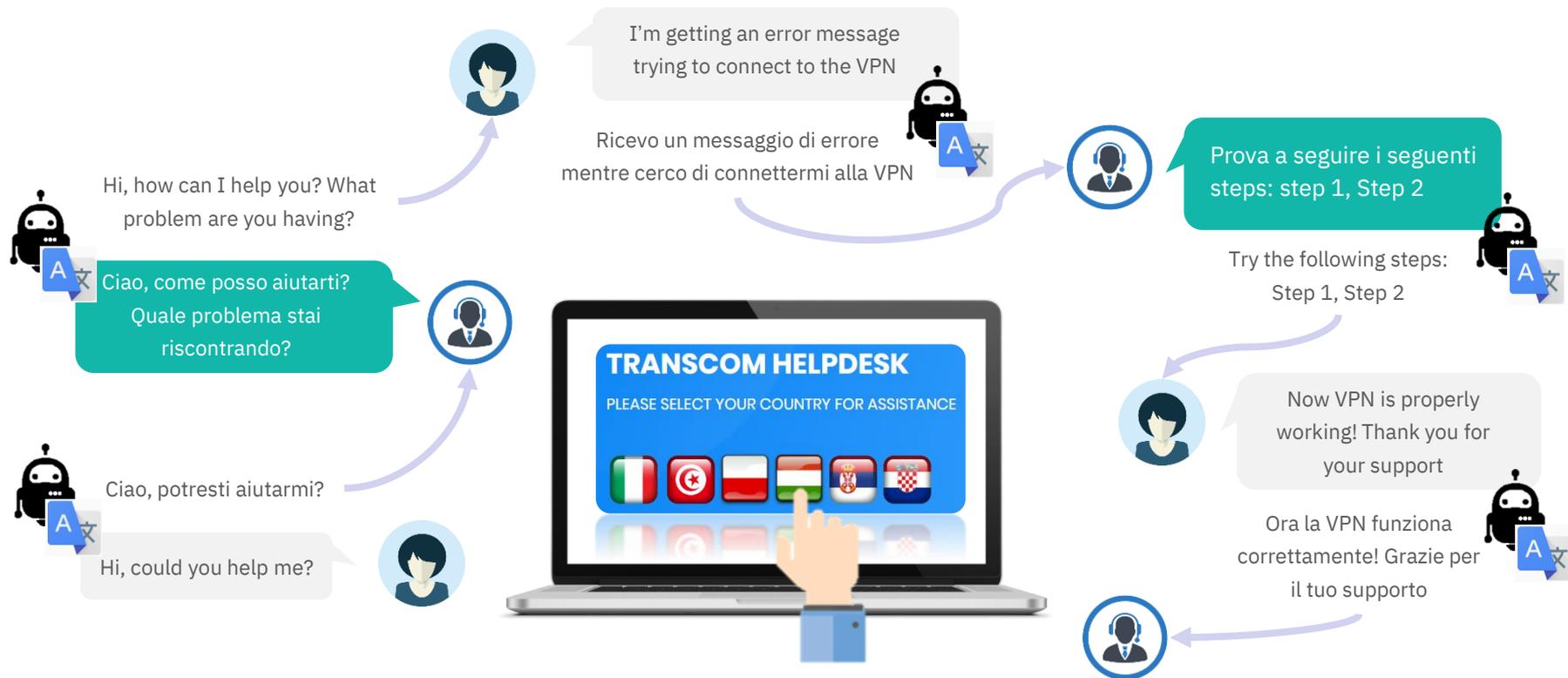


Whisper Bot

T:Translation covered 6 countries, serving 14 languages in 8 sites



# T: Translation allowed everyone to send and receive messages in their own language.



# T:Translation by numbers

