



Boosting Efficiency and Customer Satisfaction:

14% reduction in resolution time

About



Trintech, a powerhouse in cloud-based software, specializes in financial close and reconciliation automation services. Founded in 1996 and head-quartered in Dallas, Texas, Trintech's solutions supercharge the efficiency, reliability, and strategic insights of financial operations. With a clientele that spans over 4,200 global companies, including many Fortune 100 firms, Trintech is the unsung hero behind the financial maneuvers of more than 300,000 finance professionals.

“AptEdge isn't just about aggregating data from different sources. Its ability to synthesize data into relevant, accurate, and well-structured answers significantly decreases the agent's effort and time necessary to deliver a solution, which is of great value to us.”



Jim Fischer

Vice President, Support and Dataflow Services

Challenge



1. Siloed information and Knowledge Management:

- Trintech's support teams grappled with fragmented information. Each team member, hyper-focused on one or two products, struggled to provide holistic support.
- Example: Agents repeatedly queried process questions in Teams, underscoring the need for a centralized information hub.

2. Customer Satisfaction and Retention

- Delays in resolving support cases ignited by customer frustration and eroded satisfaction.

3. Internal Communication and Resource Efficiency

- Inefficient internal communication muddled response times and perplexed support agents.
- Scaling support to meet growing demands without ballooning the team size necessitated efficient tools.

Solution



Key AptEdge features

- **AptEdge Ticket Insights:** Summarizes cases and agent actions to date. It's main benefit is provided a comprehensive view of each case.
- **AptEdge Answer AI:** Accelerates and enhances the accuracy of support responses. Embedded in the agents workflow within Salesforce, it significantly improves efficiency.

14% reduction in solution time, saving approximately 3,000 days waiting time annually.

Results



Cost savings

- 14% reduction in solution time, saving approximately 3,000 days waiting time annually.
- Capacity improvement equivalent to about 4 full-time agents per year.

Customer Retention

- Increased customer satisfaction scores (CSAT scores for cases managed using AptEdge rose to 9.8).
- Enhanced agent productivity and positive team feedback.
- Improved knowledge base and support case data quality.

Summary



Trintech, a leader in financial close and reconciliation automation, harnessed AptEdge to tackle support challenges head-on. By centralizing data and refining support response accuracy, Trintech slashed resolution times by 14% and boosted customer satisfaction scores to 9.8. These strategic improvements have not only save substantial time and resources but also cultivated a more efficient and high-performing support environment, setting the stage for future customer service innovations.

About AptEdge

AptEdge created the industry's first Answer Engine, AnswerGPT™, on a mission to optimize agent success. AptEdge transforms domain knowledge into dynamic, personalized answers driving down resolution times, increasing CSAT, and improving support team efficiencies. Co-Founded and developed by Aakrit Prasad (left) and Anthony Kilman (right) in 2019.



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