cority®

Enhancing Agent Time to Productivity

75% Improvement to
Analysis Time

67% Improvement to
Time to Productivity

12% Improvement to
Resolution Time

AptEdge

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Time to Productivity

About

Cority provides a comprehensive suite of software solutions aimed at enhancing environmental, health, safety (EHS), and sustainability management within organizations.

1,600+
global customers

120+
countries

2M+
end users

600+
employees

Their platform, known as CorityOne, is a human-centered enterprise EHS Software-as-a-Service (SaaS) platform designed by industry experts. The primary goal of CorityOne is to empower organizations to become healthier, safer, and more sustainable, ultimately contributing to the construction of better enterprises for the future. The platform integrates various facets of EHS management, offering a unified experience and leveraging advanced analytics and expert-driven insights to enhance organizational performance.

Chris Slaugh
VP, Global Customer Support

Now our brand new analysts come on board and they hit that time to productivity number within two months. So that's almost 70% improvement in our time to productivity.

Challenge

Agent Productivity:
Agent productivity, particularly with new agents, in terms of time to productivity. Their target was to reduce the time taken to hit case closure targets.

Resolution Times:
Improving resolution times for customer queries was a major concern.

Agent Training and Onboarding:
Efficiently onboarding new agents and ramping up their productivity was challenging, given the complexity of Cority's platform.

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Solution

Cority chose AptEdge for its ability to enhance agent productivity and success. Key factors in this decision included:

Integration with Existing Systems: AptEdge's ability to federate across various platforms like Confluence, JIRA, and Salesforce without additional connector costs.

Training and Onboarding: AptEdge provided hands-on training directly to analysts and team leads, ensuring higher adoption rates.

AI-Powered Support: Leveraging AI for data visualization, reporting, and proactive customer frustration identification.

67%
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Result

Improved Time to Productivity: This metric was reduced from six months to two months, a 67% improvement.

Enhanced Resolution Times: A 12% improvement in overall resolution times for customer issues.

Search Efficiency: Up to 75% improvement in search times for analysts.

Cost Savings: Significant cost reductions due to not requiring additional connectors for various data sources.

Agent Experience: Improved agent experience and efficiency, leading to better customer service.

AI Utilization: Effective use of AI in linking common issues and proactive problem-solving.

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Summary

The partnership with AptEdge has been transformative for Cority, particularly in the realms of agent productivity, efficiency, and overall experience. The significant improvements in time to productivity and resolution times, coupled with the AI-driven approach to answer retrieval, have not only enhanced the agent experience but also positively impacted customer satisfaction. The seamless integration of AptEdge into Cority's ecosystem and its cost-effective approach have set a new benchmark in utilizing AI tools for customer support enhancement. The ongoing focus on agent success reflects Cority's commitment to delivering quality support to its global customer base.

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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.

Aakrit Prasad
CEO

Anthony Kilman
CTO

For more information:
sales@aptedge.io

aptedge.io