

CASE STUDY

Tekscape partners with Gabriel & Co. to improve customer service experiences services.

As a luxury jewelry retailer in New York City, Gabriel & Co. is committed to providing an excellent customer experience. Having a functional and efficient contact center is vital to support the customer experience when purchasing, customizing or exchanging their high-end luxury jewelry. "Our customers buy meaningful gifts for people they love. Being able to support their questions and request in a timely matter is essential to the overall experience."

In 2015 Gabriel & Co. decided to work with Tekscape to enhance their contact center capabilities to respond to customer demands in a timely manner. "We needed to update our contact center to incorporate capabilities that not only allow us to track and record calls but also to transfer calls to the right departments seamlessly."

After implementing Cisco Contact Center Express to support their 30 call center users, Gabriel & Co was able to improve key business metrics such as time-to-resolution and phone sales. Tekscape supported the implementation and management of the platform allowing Gabriel & Co to reduce the lead time per call to less than one minute, increasing phone sales by 8%, and keeping customer satisfaction after sales at

Gabriel & Co.

- Jewelry Provider

Size

- 25-100 Employees

Headquarters

- New York, New York