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CASE STUDY



FINANCIAL SOFTWARE

TIER 1 & 2 TECHNICAL SUPPORT / TROUBLESHOOTING

A leading financial software company, trusted by millions to manage their personal finances, turned to World Connection to elevate the customer experience for its complex, high-emotion support needs. As their user base expanded across mobile and web, the demands on their support team grew—requiring a partner capable of resolving intricate product and account-related issues with both technical depth and human empathy.

THE CHALLENGE

When your product is the financial heartbeat of your users, support can't afford to miss. This client faced increasing volume tied to syncing errors, missing transactions, product bugs, and balance discrepancies. Each contact required more than a script—it demanded agents who could think, troubleshoot, and reassure under pressure. Delivering fast, accurate, and confidence-restoring support was a non-negotiable.

World Connection's Solution

We assembled a bilingual CX team in Guatemala with deep product fluency and frontline coaching embedded into every shift. Our agents were trained to resolve issues ranging from order assistance to mobile/web sync discrepancies—bridging technical knowledge with emotional intelligence. With live dashboards, daily performance reviews, and direct escalation channels to the client's product team, we stayed agile and accountable.

We help fast-scaling software companies like yours deliver white-glove service where trust and precision are everything. If your customers are facing technical friction, sync failures, or support that doesn't deliver peace of mind—let's fix that.

Outcomes (Percent to goal)	1 st Call Resolution	Average Handle Time	Net Promoter Score
	101%	100%	100%

Message us to start the conversation. Let's make your CX your competitive advantage.