

# Innovative Testing Hub

Higher CSAT Scores



## The Challenge

EAW's leading global technology client wanted an innovative space where new support tools could be tested prior to global roll out.

## The Solution

Education at Work, atypical to other “standard” outsourcers, was able to offer the flexibility and innovation needed to meet their client’s goals. In this case, they were able to test in-house produced software with a domestic provider, where engineers could sit side-by-side with agents and easily garner feedback about the new tool.

### EAW’s Student Workforce:

- Worked hand in-hand with their client’s engineers to solve any issues appearing during testing.
- Were given opportunities to suggest improvements for client-driven projects, resulting in an improvement in support resolution time by 40%.

### EAW’s Customer Service:

**#1 globally in customer satisfaction within three months of going live.**

- Student workers delivered a Six Star Experience framework
- EAW’s workforce reached an aspirational CSAT score, with a 15% improvement

EAW’s workforce proved a support service staff made up of tech-savvy college students could easily adapt and overcome challenges through knowledge sharing, innovative workarounds and an eagerness to submit feedback. With the successful launch of this new tool, Education at Work became an innovation hub and testing ground for their client’s future pilots.

## The Outcomes

**Surpassed  
Business Client’s  
Global CSAT**  
within 3 months

**95% CSAT Score**  
achieved within  
six months

**New Software**  
successfully tested  
by smart and  
innovative students

Learn more at  
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