

Boost Customer Experience with Optimized Pega App Performance for a US Telecom Giant

Key Challenges



- Delayed Data: Front-end applications received data sluggishly, hindering user experience
- Missed SLAs: Inconsistent performance caused missed Service Level Agreements (SLAs) for customer service
- Declining NPS: Slow response times led to a negative impact on the Net Promoter Score (NPS)

Business Solution



- Parallel Processing: Implemented parallel downstream calls for faster data retrieval where applicable
- Streamlined Code: Optimized queries, removed unnecessary loops, and tightened code for improved efficiency
- Smart Data Fetching: Implemented data retrieval with filters to fetch only relevant customer data, minimizing data transfer and processing time

Business Impact



20% faster response

Enhanced user experience

Improved customer satisfaction



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