



A brand of Predusk Technology Pvt. Ltd.

Case Study

ProcessVenue Simplifying **Accounting for a Beauty Retailer** with Automated Sales Reporting

www.processvenue.com



Client Overview

A U.S.-based beauty retailer engaged ProcessVenue to simplify its accounting and operational reporting. The client needed automated extraction of sales data from QuickBooks POS with scheduled delivery—either via email or directly into Google Sheets—to streamline daily, weekly, and monthly performance tracking.

By centralizing and standardizing these reports, the retailer aimed to reduce manual effort, minimize errors, and give finance and operations teams real-time visibility into store performance.



Objective

Build a scalable, customer-centric support framework that efficiently handles inquiry calls with prompt responses, reduced wait times, and a personalized touch. The objective was to boost customer satisfaction and first-contact resolution rates while establishing a reliable, repeatable support system that can grow alongside the company—seamlessly integrating with automated sales reporting to inform faster, data-driven service decisions.



Solution

- **Dedicated Support Team:** Trained agents handled inbound and outbound calls efficiently.
- **24/7 Availability:** Ensured round-the-clock customer assistance.
- **Streamlined Call Handling:** Reduced wait times and improved query resolution.
- **Continuous Monitoring:** Regular audits and training enhanced service quality.



Value and Impact

Our services delivered the following benefits to our client:



40% Faster Response Times

Reduced customer wait times significantly.



25% Higher Customer Satisfaction

Improved feedback and engagement.



Scalable Support Operations

Managed increasing call volumes smoothly.



Increased Efficiency

Allowed the startup to focus on core business growth.

97%

Data
Accuracy

100%

Compliance and
Security

2 min.

Turn Around Time
(TAT)

100%

Audit Compliance
Score

24/7

Team
Availability

About ProcessVenue

At ProcessVenue, we believe outsourcing is more than just delegation—it is a powerful strategic alliance. It's about building partnerships that are deeply integrated with cutting-edge automation and AI. This synergy unlocks new levels of growth, efficiency, and innovation.

With over 15 years of experience, we have helped startups, enterprises, and global brands streamline operations, reduce costs, and enhance productivity through a process-driven approach.

Our AI-powered business process outsourcing solutions, combined with human expertise, ensure seamless execution, data security, and 24/7 global support—empowering your business to focus on what matters most.

Why ProcessVenue



Reach out to us

Email us: info@processvenue.com

Know more: www.processvenue.com

INDIA



Predusk Technology Pvt. Ltd.

130, New Sanganer Rd, opp.

Metro Station, Shiva Colony,

Sodala, Jaipur, Rajasthan 302019

Reach us 24/7



IND +91-982-888-5432

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