

Contact & Case Management

Banking / Retail / Local Government



1 Business Challenge

- Non-traceable customer interactions across multiple channels
- No single view of the customer for agents
- Complex agent workflows across several systems
- Inconsistent interfaces with poor usability
- Process change expensive
- Lengthy agent training
- No first contact resolution
- Disassociated case documentation

2 Solution

- Single view of the customer & case notes regardless of channel
- Automate existing workflows, rules, repetitive tasks & searches across multiple systems
- Improve 'as-is' processes to reflect value streams
- Cohesive UX through consistent, user-friendly UI
- Contextual guidance & relevant opportunities
- Single sign-on

3 Results & References

- Solutions at WorldPay, Laura Ashley & Cardiff Council
- Both integration & retirement of legacy systems
- Multi-channel input into unified case-flow
- Reduce training requirements
- Increase call throughput, decrease average call time & reduce call back
- Improve satisfaction

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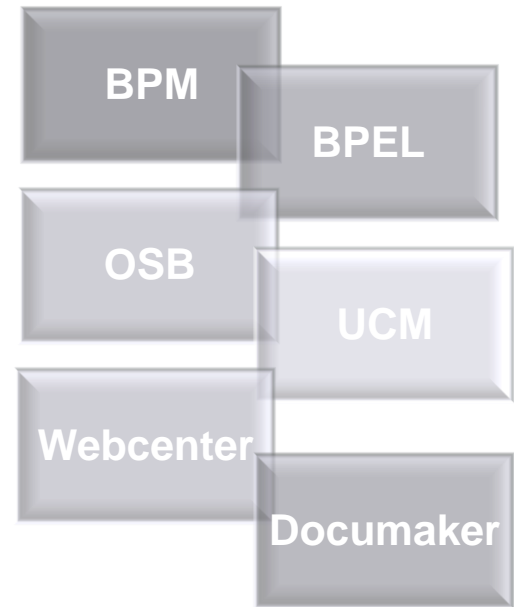
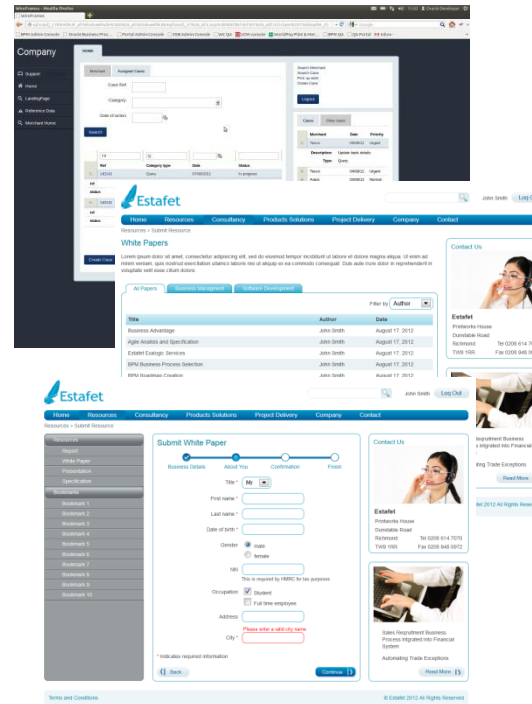
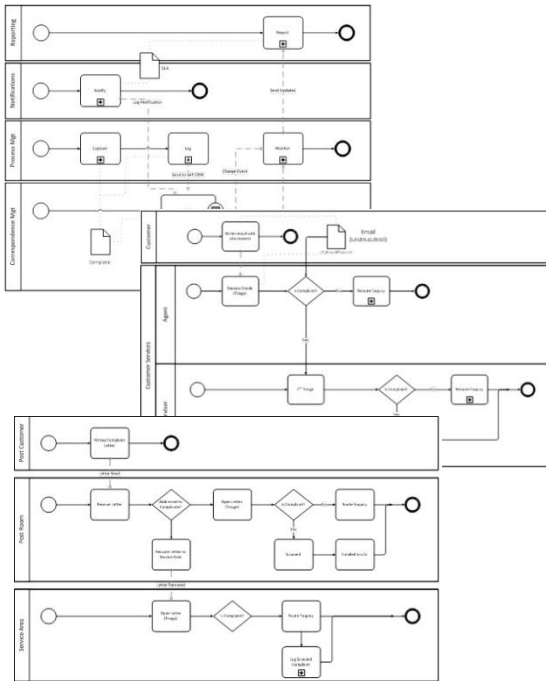
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1 Optimised Processes

2 UX-focused Interfaces

3 Integrated Solutions



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