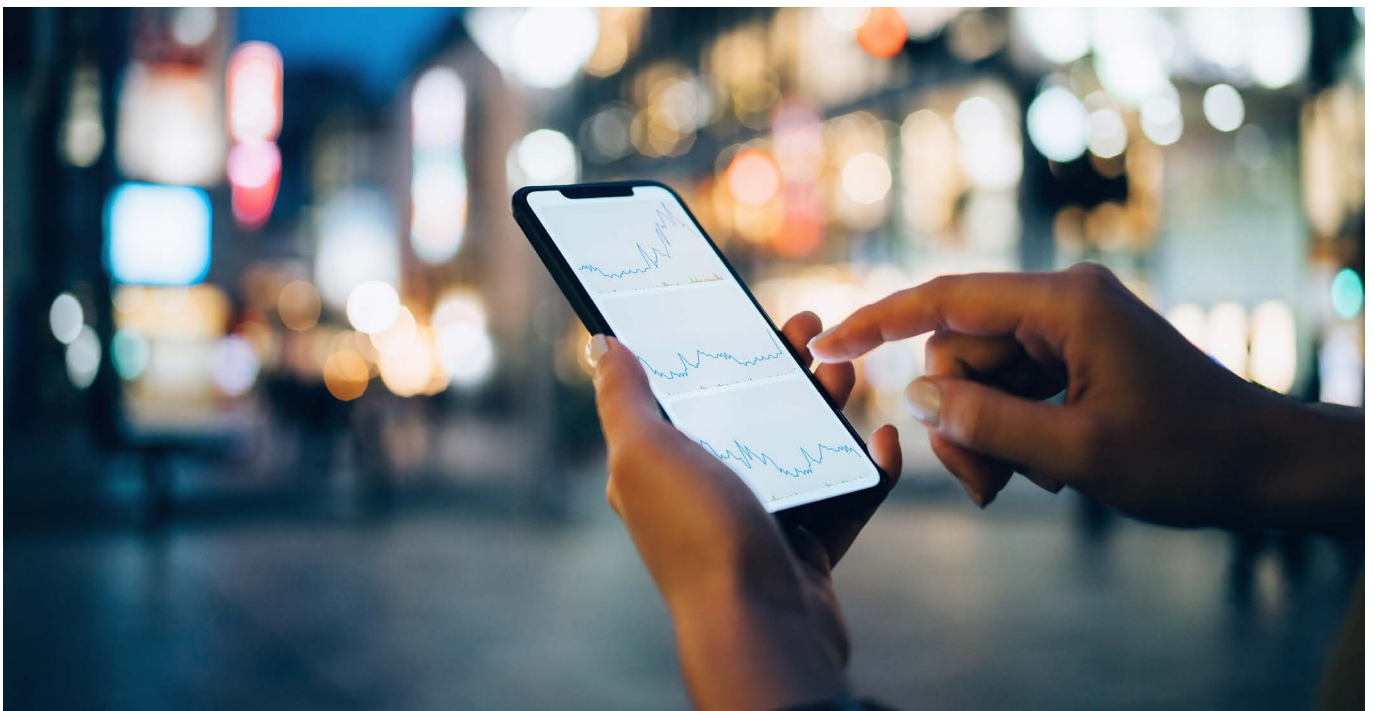# Cloud Contact Center

Finance sales primer for Cloud Contact Center

powered by CXone

Sophisticated Omnichannel Routing gives this financial asset management company the ability to route customer interactions across business lines (Individuals, Brokerages, Retirement) to the most appropriate customer service agent quickly. Agents are equipped to handle large contact volumes quickly and efficiently, while personalizing each interaction to increase customer satisfaction. Those interactions include Inbound voice calls, email, text, and a voice portal (IVR). With more than 500 agents handling inquiries from multiple business lines on over 200 DIDs, the ability to prioritize routing by customer or skill identification is paramount.

Customer Problem to be solved:

The primary goal was to modernize the contact center and bring it in line with other acceptable service level metrics for the organization. They needed to reduce Average Handle Time (AHT) significantly - with a goal of a 30% reduction - and fully integrate into their CRM. They also expected the solution to handle outbound traffic such as campaigns and envisioned a future with agents available by video and chat.

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Cause of the customer problem:

This customer needed to consolidate their technology, which was a collection of software(s) spread across the business on premises. Important customer information was stored in multiple spots and not easy for the agents to access. The existing platform had limitations, large contractual maintenance concerns, and the incumbent lacked a defined cloud strategy.

Solution to the Problem:

Information is gathered by one of the industry's leading Omnichannel Routing solutions - CXOne Omnichannel Routing (ACD/IVR) prior to connecting with the agent. The ACD points the customer to the most appropriate available agent based on a variety of criteria. That agent has a single interface where they can access historical account and transactional data for the customer.

Benefits to the customer of the solution:

- Reached the stated goal of reducing Average Handle Time over 30% while protecting customer privacy and resources with Real-Time Authentication.

- Increased efficiency and improve customer experience through a robust self-service IVR.

- Increased operational efficiency and functionality with inbound and outbound contact handling management.

- Real time monitoring dashboards and easy-to-access historical data/reports that offer insight into what is actually happening in the call center.

- Multimedia IVR functionality / Customer Experience
  - Voice prompts are language driven and support multiple languages

  - Directed Automated Speech Recognition IVR prompts

  - Priority routing by customer or skill identification

How Solution Delivered/Core Applications:
All inbound toll free and inbound DIDs go to NICE inContact from AT&T on IP Toll Free and IP Flex.

Solution Users: Contact center agents and management

Key Influencers/Decision Makers:
Director of IT - Decision Maker/Sponsor
Call Center Manager, Director or VP - Decision Maker/Sponsor

CEO - Decision Maker/Sponsor

CFO - Financial Approver

Customer short description:
This asset management company oversees funds invested in growth and equity, in addition to offering investment planning, money market accounts and more. This installation focuses on North America, but the company also operates in Europe and Asia.

About Atos

Atos is a global leader in digital transformation with over 110,000 employees in 73 countries and annual revenue of over € 11 billion.

European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information technology space. Its expertise and services support the development of knowledge, education as well as multicultural and pluralistic approaches to research that contribute to scientific and technological excellence. Across the world, the group enables its customers, employees and collaborators, and members of societies at large to live, work and develop sustainably and confidently in the information technology space.

About NICE inContact

NICE inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. NICE inContact provides the world's #1 cloud customer experience platform, NICE inContact CXone™, built on an open cloud foundation that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. NICE inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.