

HCL Technologies
Microsoft Business Unit (MBU)

True Omni-channel Customer Care

Heightened customer expectation and siloed data leave companies scrambling to perfect the omni-channel experience

Customer service and customer experience are key differentiators across all industries. As brand differentiation becomes more difficult to achieve through price or product, the majority of global consumers say customer service is important in their choice of, and loyalty to, a brand.



CHALLENGES

With quickly evolving trends in service and changing consumer preferences, it's important to understand how your organization can continue to not only meet but exceed service expectations.

IDEAL SOLUTION

With a focus on people, processes and automation, you can achieve a high-performance, omni-channel customer experience that will delight your customers and forge long-term relationships.

DESIRED OUTCOMES

See quantifiable results and increase top-line revenue by reducing average handling time (AHT), agent onboarding time and turnover, and agent inefficiency, and increase first call resolution, referrals and customer satisfaction.

HCL Technologies

True Omni-channel Customer Care

With the right solution, the right strategy and the right partner, you can get on the right track to increasing productivity, gaining actionable insights, and providing personalized omni-channel service to your customers.



INCREASE AGENT EFFICIENCY

Free up agents to handle more tickets, bring issues to resolution faster, and provide first call resolution by automated ticket triage through AI and IoT, providing machine-learning driven recommendations, and using a virtual assistant chat bot to provide customer support before they open a ticket.

IMPROVE CUSTOMER SATISFACTION AND RETENTION

When agents are provided the right resources and data at exactly the point of need and given a single interface to view automated, actionable customer insights, it allows them to build deeper, long-standing customer relationships and help customers feel valued and fulfilled.

ONE PLATFORM, ONE INTEGRATED SOLUTION

By utilizing Microsoft's full suite of Business Applications along with HCL's deep subject matter expertise, organizations are quickly able to implement an omni-channel solution, leading to quickly realized return on their investment, empowered employees, and blissful customers.

HCL Technology's True Omni-channel Customer Engagement + Microsoft Business Applications

Let Microsoft's flexible, innovative solution stack and HCL's expertise help your organization exceed the ever-heightened expectations of your customers, by providing a seamless, integrated omni-channel experience, not only for your customer, but also for your staff.

1

WORK WITH THE EXPERTS

Work with HCL's customer care experts to map out your full customer care story and use the flexibility of Microsoft's Business application stack to implement your omni-channel solution at your own pace.

2

GIVE THEM WHAT THEY WANT

Provide a well-rounded, omni-channel customer experience by giving agents the ability to support customers through SMS, chat, email and phone, while providing agents a single interface to see real-time, automated data and insights.

3

USE A RECOGNIZED, MOBILE PLATFORM

Microsoft's well-known, consistent interface across any device makes it easy for employees at any level of the organization to get access to the data they need, when they need it.

Customer success: Moneris



With Dynamics 365, Moneris now has more standardized processes in place, resulting in a decrease in onboarding time and an increase in employee performance.

INCREASED PRODUCTIVITY

Since their deployment, Moneris saw a 4% reduction in average handle times (AHT) and a 5% increase in first call resolution (FCR) on top of their already high FCR which was around 80%.



IMPROVED PROCESSES

With Dynamics 365, there are more standardized processes in place, resulting in a decrease in onboarding time and an increase in employee performance.



VALUABLE AUTOMATION

Moneris is also experiencing better Interactive Voice Response to Dynamics integration, improving screen pop accuracy for Customer Service Representatives.



“Our team members were able to easily adjust to the platform and our customers now receive a seamless experience because of our investment in the Microsoft stack.”

- Allan Measor, Vice President, Business Transformation and Customer Enablement at Moneris

WANT TO LEARN MORE? CONTACT HCL TECHNOLOGIES TODAY!

Ask a question or request a customized demo:

<https://www.powerobjects.com/contact/>

Call for more information: 866.770.3355

Learn more: <https://powerobjects.com/services/dynamics-365/customer-service/>

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