Digital Contact Center Capabilities

Unlock value from service operations more quickly with PwC

Built on **Microsoft Azure, Dynamics 365** and **Nuance,** Our Digital Contact Center capabilities can help service leaders identify so they can focus and deliver value quicker.

Whether your need to transform is driven by increased customer expectations, cost saving directives or obsolete technology, PwC can help. By combining advice from experienced contact center practitioners with industry-leading artificial intelligence and configurable Microsoft technologies, PwC can help deliver service transformations across contact centers of various sizes and complexities.

Benefits

Increased First Call Resolution

Improve the effectiveness of the agent's ability to have the necessary information so they can help resolve tickets within the customer's initial interaction

Reduced Training Burden

Streamlined Case management user interface can help provide the agent with the information needed to support, answer and resolve tickets on one page helping reduce number of clicks and confusion when navigating the system.

Lower Technology Cost

Merging Advanced AI functionality (Nuance) and CRM (Dynamics 365) into one solution can help reduce the overall license and maintenance cost of the technology.

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Features

Conversational AI Capabilities

Draw on a portfolio of AI capabilities developed over years of client engagements to help increase deflection and containment while keeping customers happy.

Contact Center Maturity Model

Structure an innovation roadmap and identify quick wins using our contact center frameworks that were developed over years of providing advice within service operations of various shapes and sizes.

Pre-configured Digital Contact Center Capabilities

Industry-leading specialists in Microsoft cloud technologies have connected the typical components deployed in contact centers to help improve customer self-service, agent interactions and agent productivity.

Stronger Operational Reporting

Provide insights to contact center leadership across customer sentiment, survey results and operational metrics.

Leading US hospital unifies their contact centers

Challenge

A large hospital system was looking to consolidate their strategic contact centers to enable agents with a 360-degree patient view. The lack of visibility across the different contact centers hindered the agents' abilities to provide consistent and efficient services to their patients.

Solution

The hospital system turned to PwC to create a 360-degree view across each contact centers to help increase patient loyalty, confidence and retention. Using D365 Customer Service Cloud for Healthcare plus PwC's Contact Center services, the hospital can offer an omnichannel patient experience across their contact centers.

Results

The client can now provide increased first call resolutions and decreased hold times across all contact centers

Contact

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