Digital Contact Center Capabilities

The challenge

Leaders responsible for contact center operations, technology investments and customer service are under pressure to find cost savings and innovate in complex environments while retaining and growing customers.

Disappointing self-service experiences
Poorly designed web, chatbot and IVR experiences lead to frustrated customers and little to no return on investment

Difficulty hiring and retaining agents
Tight labor markets and complex agent experiences lead to high turnover, long training times and short-staffed operations

Challenges innovating on old technology
A mix of technologies integrated over decades makes it difficult or impossible to deliver the experiences that customers and agent's demand

Pressure to do more with less
Service leaders are always asked to get more productivity out of their operations

The Solution

Unlock value from service operations more quickly with PwC's Digital Contact Center

Built on Microsoft Azure, Dynamics 365 and Nuance, our digital contact center services 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

Improved Deflection and Interactive Voice Response Containment
Intelligent AI that can help provide customers with the answers they need and also help reduce the number of tickets for a live agent to answer simple questions, in turn helping to keep customers happy.

Increased First Call Resolution
Improve the effectiveness of agent's ability to have the necessary information so they can resolve tickets within the initial customer 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 to reduce the number of clicks and confusion navigating the system.

Lower Technology Cost
Merging Advanced AI functionality (Nuance) and omnichannel (Dynamics 365) into one solution can help reduce overall license and maintenance cost of the technology

Case Study

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 our 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. This directly improved the patient care and experience across contact centers.

Contact

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Thank you

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