

SUCCESS STORY | BANKING

A global risk & claims service provider ensures superior agent and supervisor desktop experience and better CX

Using Servion's Cisco UCCE expertise in product implementation and enhancements

About the client

The client is the world's premier provider of risk and insurance claims management services. This global leader has more than 5,000 of the most dedicated professionals, backed by the industry's best-in-class technologies, and delivers best-practice claims management solutions for all lines of insurance.

Requirement

The client was looking for a strategic global CX partner to implement mission-critical contact center applications on the UCCE environment, including agent desktop, custom gadgets, self-service applications for insurance services, call routing, wallboard, etc., and create seamless, personalized self-service experiences for its customers.

Solution

An advanced technology partner (ATP) for Cisco UCCE and a strategic global alliance partner of Cisco in customer experience management, Servion has implemented an array of contact center solutions that include:

- Implementation of contact center application on UCCE 11.5 environment
- Agent desktop application, catered via Cisco Finesse application
- Custom gadgets developed and deployed to pop the details of the call on call connect
- SMS surveys triggered post agent interaction with the customers
- Self-service application using Cisco Voice Portal application
- Intelligent call routing using Cisco ICM scripts, based on time of the day, day of the week, the intent of the call, etc.
- Implementation of the most recent version of 2 Ring DW applications.

Business outcomes

Servion's solutions brought about several tangible operational benefits for the client. They are as follows:

- Superior personalized self-service to callers
- Next-generation agent and supervisor desktop experience

on the computer screen and even on mobile devices.

- Intelligent call routing and improved call control
- Consolidated reporting that captures crucial contact center metrics to monitor and improve customer experience.



The Servion difference

Our sustained focus on CX technologies and over two decades of experience delivering advanced customer service solutions let us tackle the most demanding projects, deliver the value you expect, and maximize the return on your technology investments. Our difference is built on five pillars.

- Deep expertise implementing and managing contact center technologies
- Broad experience across all the categories of the CX stack
- Impeccable delivery track record with an Industry-leading Net Promoter Score (NPS) of over 65
- Vendor-neutral consultative approach
- Ability to combine packaged applications assembly and tailored software development

For more than 25 years, Servion has been trusted by customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. Servion has helped 600 enterprises across the globe deliver memorable experiences to their customers, partners, and employees.



Crafting CX solutions

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