

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

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- Intelligent call routing using Cisco ICM scripts, based on time of the day, day of the week, the intent of the call, etc.

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- 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

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- Next-generation agent and supervisor desktop experience on the computer screen and even on mobile devices.

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- Intelligent call routing and improved call control

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- Consolidated reporting that captures crucial contact center metrics to monitor and improve customer experience.

For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running and optimizing Contact Centers and Customer Experience (CX) solutions. Our 1100 CX professionals apply their passion and deep domain expertise to the entire design-build-run-optimize solution lifecycle. For more information, visit <https://servion.com/>.



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