

SUCCESS STORY | FINANCE

A prominent financial cooperative in Florida ensures cloud migration with Cisco Webex Contact Center

Delivering improved agent and customer experiences



About the client

The client is a distinguished financial cooperative based in Florida, serving a large community of over 167,000 members across 19 branches. Their commitment is to provide a wide range of financial products and services, including checking accounts, savings accounts, loans, credit cards, investment services, and various online and mobile banking options, catering to the needs of their members and contributing positively to their financial well-being. Over nearly 25 years, it built a user base of over 10 million registered users, employed over 18,000 authorized persons, and its mobile app has been downloaded more than 10 million times.

Requirements

As part of their dedication to exceptional customer service, the client sought to improve their contact

center operations with a new cloud-based solution that seamlessly integrates with their existing Cisco Webex Calling voice infrastructure and enables a smooth migration from their existing on-prem Cisco UCCX solution. The client also aimed to provide self-service options and efficient call routing to effectively address their members' needs.

Solution

Servion, a global service delivery partner of Cisco Systems, recommended the Cisco Webex Contact Center solution to address the client's requirements. The process followed by Servion to implement the solution was as follows:

- **Solution Demonstration:** Servion showcased the capabilities of the Cisco Webex Contact Center to the client's stakeholders through a comprehensive demo. •

- **Hands-On Experience:** To ensure the client's IT personnel understood the solution's functionalities, Servion provided a trial tenant for the financial cooperative. This enabled hands-on exploration and testing of the platform.

- **Trial Implementation:** Servion initially set up a trial tenant with a limited number of agents, supervisors, and two queues. The designated personnel from the credit union had the opportunity to experience the solution firsthand.

- **Successful Migration:** Based on the positive experience and feedback from the trial, the client decided to proceed with migrating their call center queues to Cisco Webex Contact Center.

- **Full Implementation:** Servion facilitated the migration of an additional 16 queues from the on-premises Cisco UCCX solution to the cloud-based Webex Contact Center. This process ensured a smooth transition and minimal disruptions.

- **Supervisor Access Control:** To ensure efficient management, supervisors were provided access only to the queues they oversaw, streamlining their responsibilities.

- **Ongoing Support:** Beyond the implementation, Servion engaged in a three-year contract to provide break-fix support and manage configuration changes for the credit union.

Key benefits:

The implementation of the Cisco Webex Contact Center by Servion resulted in several significant benefits for the financial cooperative:

- **Enhanced Member Experience:** With the new cloud-based contact center solution, the client was able to deliver improved customer experiences.

- **Smooth Migration:** The migration from the on-premises Cisco UCCX solution to the cloud-based Webex Contact Center was seamless, ensuring uninterrupted service during the transition.

- **Efficient Call Handling:** The solution's user-friendly interface allowed agents to handle calls more efficiently.

- **Call Recording and Reporting:** The ability to record all calls facilitated agent coaching and training, ensuring continuous improvement in service quality. Additionally, reports provided valuable insights to supervisors and administrators for better decision-making.

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