Create more profitable, value-added customer engagements by adding insight and efficiency to every call.

IN-DEPTH UNDERSTANDING OF CUSTOMER NEEDS AND UNIQUE OPPORTUNITIES

IMMEDIATE ACCESS TO CUSTOMER-FACING DOCUMENTS

REAL-TIME, MULTICHANNEL CONTEXT

AUTOMATED, BEST-NEXT-ACTION DECISIONING

EFFICIENT, COMPLIANT, MULTICHANNEL FOLLOW-UP

EXPERIENCE THE PITNEY BOWES ADVANTAGE

Case Study: Nationwide Building Society

Objectives:
- Improve customer experience
- Personalize service across all channels

15MM MEMBERS

50% increase in average products holding

200% overachievement in sales through service

Treat customers as individuals

Case Study: Yorkshire Water Utility

Objectives:
- Increase first-call resolution
- Enhance the customer experience

Achieved 98% first-time resolution rate

Improved SIM scores to 4.55 – well above the industry averages

Case Study: Major Health Insurer

Objectives:
- Simplify communication follow-up
- Manage over 65,000 templates

2.5 MILLION MEMBERS

Automated multichannel communication

Streamlined change management

Ensured accuracy, consistency and compliance

Increased agent productivity

Case Study: Global Brokerage

Objectives:
- Improve customer experience
- Reduce churn for high-value customers

$2.2 TRILLION ASSETS

35% increase in revenues

55% improvement in client satisfaction

14% improvement in agent productivity

26% increase in customer retention

Click here to learn more about Call Center Transformation