Deloitte.

Capability: Deploy Cloud and Prem based telephony (e.g. Amazon Connect, CISCO) and CRM (e.g. Salesforce, SN) solutions in efficient timelines to achieve business goals.

CRM and Omni-Channel Telephony
Adaptable platforms to meet rapidly changing demands.

Capability: Utilize SMS messaging to proactively communicate with customers.

Outbound Campaigns
Proactively convey important information to customers.

Knowledge Management
Develop a single source of truth that remains evergreen through effective change management and governance resulting in a consistent customer experience, and less reliance on institutional knowledge.

Capability: Develop a searchable knowledge base accessible by agents and customers and ensure the information is accurate and up to date.

Capability: Increase automation and self-help capabilities including intelligent IVR and chatbot solutions.

Self-Service Solutions
Handle high volume-low complexity interactions without human interaction.

Modern UI Contact Center

Effective Training
Develop effective training content for initial learning and agent life-cycle training.

Capability: Customize existing remote training tools to get agents trained quickly. Efforts are supported via a thorough knowledge management solution.

Capability: Institute quality assurance monitoring program to evaluate agent performance and social sensing strategy to understand & anticipate customer needs & intentions.

Quality Assurance
Mechanisms to monitor interactions and measure customer experience.

Workforce Management
Optimize staffing coverage with reliable forecasts on current & future contact volume.

Capability: Put forth robust WFO methodology and tools to forecast contact volume, schedule staff & manage schedule adherence & utilization.

Capability: Engage 3rd party contractors in both Brick & Mortar and Work from Home locations to rapidly scale.

Scalable Labor Options
Ability to increase workforce quickly to handle dramatic increases in contact volume.

Command Center
Uniform processes to manage workforce given the varying bandwidth, VPN and connectivity issues.

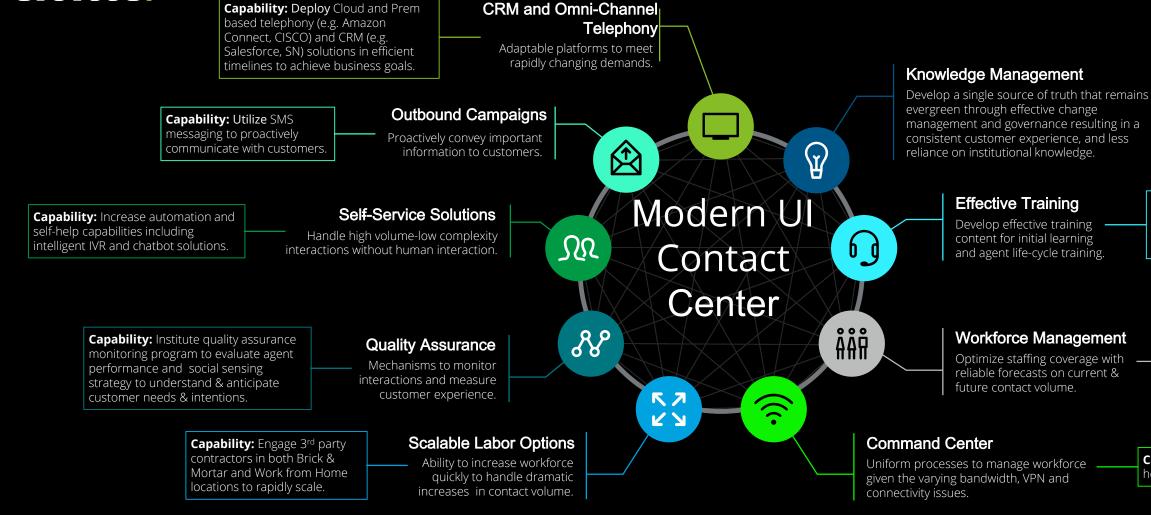**Capability:** Utilize a centralized help desk to troubleshoot issues.

Success leading to a
Future Vision

Scalable & quickly deployable technology solutions that enable self-service solutions to assist a high volume of customers at minimal cost along with proactive communication systems and processes to enable the rapid onboarding of contact center agents are key foundational items for success.

Technology Design
Integrate legacy systems to streamline the user experiences and allow for continued modernization.

Singular CRM Platform
A system where agents can log inquiries and meaningful reports are easily generated. The system also enables customers to find answers to basic questions and gain visibility into individual claims.

Omni-Channel
Utilize phone, chat, email, text/SMS and social media in a singular solution to handle customer inquiries.

Automation
Create ASR/NLU led capabilities to answer high volume – low complexity contacts.

Remote Workforce
Have a location agnostic solution allowing for a quick ramp-up with qualified agents.

Single Pane of Glass
Use a virtual assistant and CTI technology to gather information from a customer upfront to streamline the interaction and route it to the right person.