professional services
from Nuance

The experience speaks for itself™

NUANCE

CTI and Agent Desktop Services

Services that work together to provide the seamless, efficient, and personalized customer experience that callers expect.

Extensive Experience in Key Verticals

- **Health Insurance**
- **Life & Retirement Services**
- **Utilities**
- **Insurance**
- **Banking**
- **Travel and Hospitality**
- **Retail**
- **Telecommunications**
- **Government**
- **Education**
- **More!**

Recently, companies have moved their focus from containing callers within self-service to providing customers with a truly effective, personalized experience and quick issue resolution. Computer Telephony Integration (CTI) and Desktop Services are a critical piece of your comprehensive contact center solution because they **link data from customer interactions within the IVR to customer interactions with an agent**. These services help to reduce operational costs, drive revenue, and improve agent productivity and customer satisfaction.

CTI Services: Routing, Reporting, and Screen Pop

Instead of wasting valuable time and expense on multiple misroutes and transfers, our routing solutions leverage existing customer data and segmentation strategies to ensure callers are routed to the appropriate resource (self-service menu, agent, or specialist) the first time. Utilizing skills and rules-based distribution logic will enable an efficient and smooth customer experience.
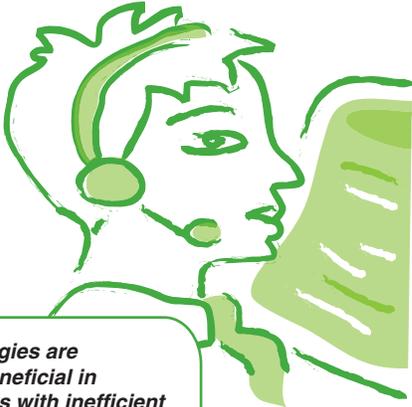
Routing strategies are particularly beneficial in contact centers with inefficient operations, diverse skill sets, or a complex business structure with multiple business offerings.

Nuance's CTI services provide reporting capabilities that utilize data from back-end systems to provide you with an empirical analysis of contact center operations for improved resource and program management. Customized, cradle-to-grave reporting allows agents and supervisors to establish benchmarks and gain a better understanding of contact center trends and opportunities, particularly important when trying to keep up with evolving customer initiatives.

During a transfer to an agent, a screen pop of historical and real-time customer data from all contact center channels is presented on the agent's desktop. With access to all of this customer data, agents are able to focus on revenue-generating activities that take advantage of appropriate up-sell and cross-sell opportunities.

The screen pop of data eliminates the need for callers to repeat information that they've already entered into the IVR, reducing call times and providing customers with a more personalized experience.

CTI & Agent Desktop Services
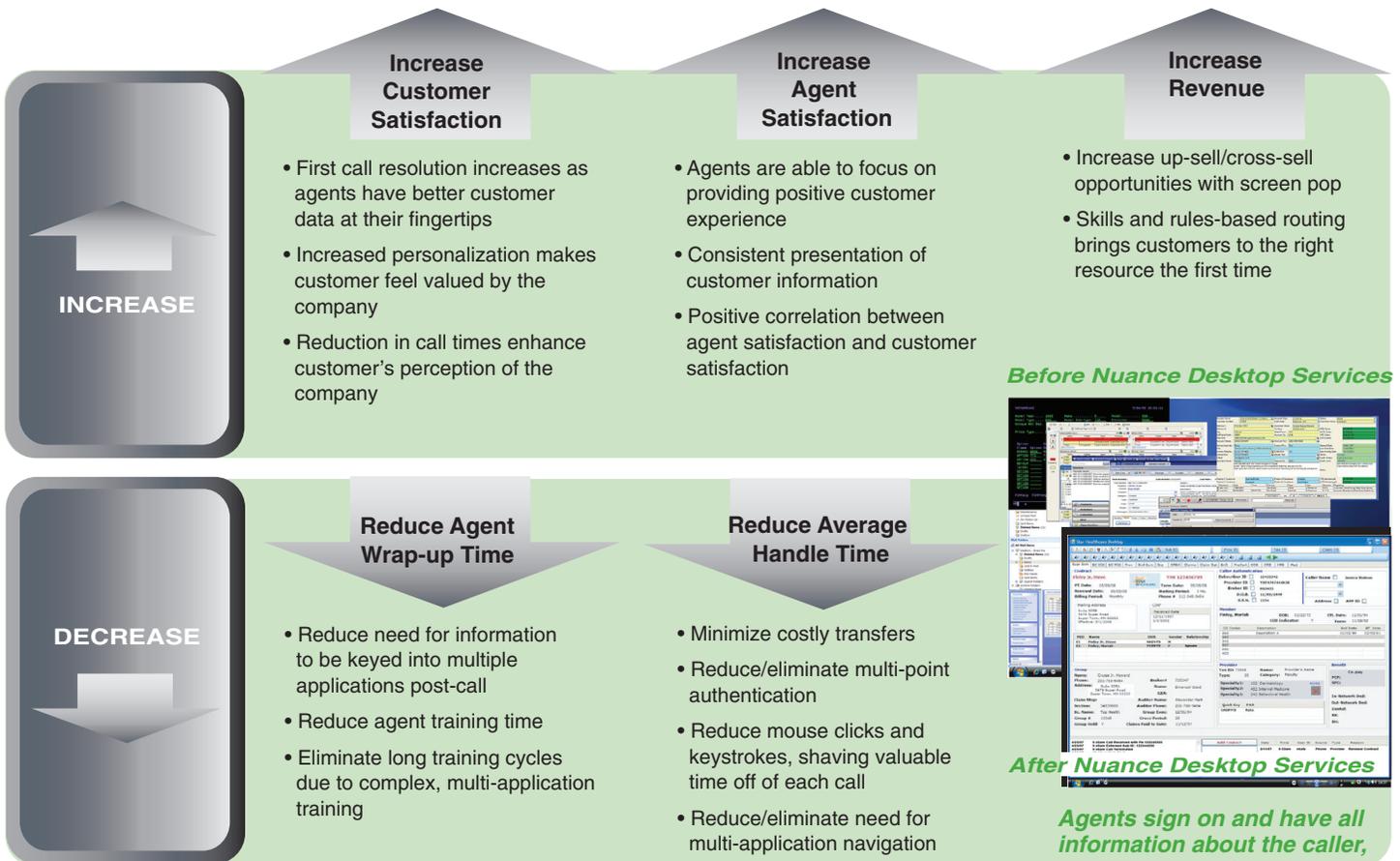
Desktop Services
Contact center agents are often tasked with juggling multiple applications, screens, and systems to get the information required to successfully complete a customer interaction. If agents have to access disparate enterprise applications, they often spend too much time working on updating customer information and not enough time servicing the customer and generating revenue.

Nuance's desktop experts can consolidate your applications into a single, unified, role-based desktop that will

improve your agent's ability to provide quality customer service. Our customized solutions give businesses the flexibility to create the best graphical interface for their agents, departments, and groups, typically **providing at least 80% of relevant customer information on the first screen**. Unified desktop solutions shorten the time agents spend navigating through multiple screens and applications, eliminating redundant data entry and reducing agent training time. Nuance uses open standards to leverage your company's existing infrastructure

during the design of desktop solutions, and provides flexibility for future modifications based on your business objectives.

Nuance can build an end-to-end, customized desktop solution that integrates with your CTI technology and presents aggregated information onto an intuitive interface designed by our GUI experts. From single screen pops to sophisticated customer-centric views, Nuance's universal desktop solutions can provide many benefits– for your customer, your agent, and your enterprise.

INCREASE

Increase Customer Satisfaction

- First call resolution increases as agents have better customer data at their fingertips
- Increased personalization makes customer feel valued by the company
- Reduction in call times enhance customer's perception of the company

Increase Agent Satisfaction

- Agents are able to focus on providing positive customer experience
- Consistent presentation of customer information
- Positive correlation between agent satisfaction and customer satisfaction

Increase Revenue

- Increase up-sell/cross-sell opportunities with screen pop
- Skills and rules-based routing brings customers to the right resource the first time

Before Nuance Desktop Services

DECREASE

Reduce Agent Wrap-up Time

- Reduce need for information to be keyed into multiple applications post-call
- Reduce agent training time
- Eliminate long training cycles due to complex, multi-application training

Reduce Average Handle Time

- Minimize costly transfers
- Reduce/eliminate multi-point authentication
- Reduce mouse clicks and keystrokes, shaving valuable time off of each call
- Reduce/eliminate need for multi-application navigation

After Nuance Desktop Services

Agents sign on and have all information about the caller, no matter what inbound or outbound contact channel is used.

Need more info?
Just call 1-781-565-5000 and ask for the Sales Department.

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