

+ Contact Center Self-Service Solutions for Banking The Challenge: Support Growth and Lower Costs

- Your bank is challenged to grow its business by attracting new customers and retaining current customers. Central to this growth strategy is the contact center since it is at the core of most banking interactions. How do you transform your contact center to optimize customer transactions? How can you achieve your growth goals while at the same time lowering costs?

ALIGNED TO GROWTH INITIATIVES

Contact Solutions helps leading enterprises, like yours, achieve its growth goals by improving customer interactions and processes. We will help you develop and implement customer self-service channels that are aligned to your bank's customer service strategy. Our expert team will develop a solution that is useful, easy to use, and enjoyable for your customers. Now more than ever, you need a multi-channel customer interaction solution that supports:

- Brand and customer service positioning
- Personalization for differentiated experience
- Uniform experience across all interactions and channels
- Business process improvement across all interaction channels

DRIVING COST SAVINGS

While helping to improve the customer experience, we will also drive meaningful costs savings. We not only make the cost savings stick, but we'll deliver an increasing stream of cost saving over time. Our clients receive:

- ROI payback in 2-4 months
- No upfront CAPEX expense
- Pay for use, not capacity

CONTINUOUS IMPROVEMENT

Your business is not static and neither is our solution. Contact Solutions' Continuous Improvement Practice is a methodology for driving increased benefit from your solution over time. Over time we help our clients discover process improvements, automation enhancements, and ways to generate higher customer loyalty. We stay engaged to drive business results above and beyond the initial implementation.

Highly secure cloud-platform supports millions of self-service financial transactions every day

A CLOUD-BASED SOLUTION BUILT FOR BANKS

Contact Solutions' service platform is cloud-based providing you flexibility that you will not find in premise-based solutions. Our multi-channel cloud platform provides:

- The agility and flexibility needed to change quickly in a dynamic market environment
- Elastic capacity to scale up or down as required by your business
- Flexible integration to your CRM, core banking platform and other business systems using Service Oriented Architecture (SOA) and web services
- PCI DDS Level 1 compliance that supports card transactions

Among all businesses, banks have the highest correlation between customer experience and loyalty according to Forrester Research.

Business processes and functions we provide self-service solutions for include:

SELF-SERVICE TRANSACTIONS

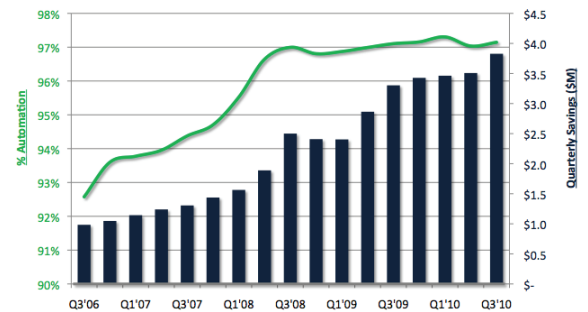
- Authenticate caller
- Balance
- Last deposit
- Last 10 transactions
- Open account
- Change/Set PIN
- Change address
- Program/Plan information
- Transfer funds
- Lost or stolen card
- Stop check payment
- Branch locator
- Claims status

OUTBOUND NOTIFICATIONS

- Proactive notification of events sent using SMS or outbound IVR
- Fraud services
- Debt collections and customer reminders
- Overdraft notifications
- Credit card payments

Self-Service Channels: **IVR, SMS, Web, FAX, and Email**

Client provides a debit card program to over 1 million card holders.



CHALLENGE:

A client came to Contact Solutions looking to improve service quality and lower costs.

OUR SOLUTION:

Led to an **automation rate improvement from 70% to 97.1%, saving \$38M in four years.**

ABOUT CONTACT SOLUTIONS

Contact Solutions provides a cloud-based self-service solution that is aligned to the specific needs of the banking industry and delivers the business results you seek. We provide best practices and knowledge of industry performance and key operational metrics to help your bank succeed.