

AGILITY DRIVES ENHANCED CUSTOMER EXPERIENCE



Customer traverses multiple channels, by either personal choice or convenience. A consistent omnichannel experience is thus crucial. This needs to be delivered consistently across all applications and devices, personalized to the new age customer to build a competitive edge.

CUSTOMER RETENTION IS

89% for enterprises with omnichannel engagement strategies

33% for enterprises without omni-channel engagement strategies

Source: Aberdeen Group

USE CASE ON 360-DEGREE VIEW OF THE CUSTOMER

Before UniServe™ NXT



Sara tried but couldn't upgrade her call plan

Hello !
With whom do I have the pleasure of speaking ?



Agent is clueless about the purpose and ID of the caller or the switch of channels

Hello! I am Sara calling to upgrade my call plan.



Can I have your mobile number please.



Customers have to provide the same information multiple times

Urgh!
I already entered it in the first place. Here it is again.....

OK,
I will upgrade the plan for you but my system is very slow. Hold while I look for that information



Agents have to put customers on hold to look for information across multiple systems and screens

OK, but I'm kind of in a hurry.

I found the information but I have to update it. It may take few minutes. May I put you on hold?



Agents have to plod through complex systems to upgrade information

Really?
To upgrade my call plan? This is taking too long !

After UniServe™ NXT



Hello !



Hello! Sara,
I have your mobile number and other details. I see you had tried upgrading your call plan..

Yes, I couldn't



Would you want me to upgrade it for the same period of time.

Yes, Please



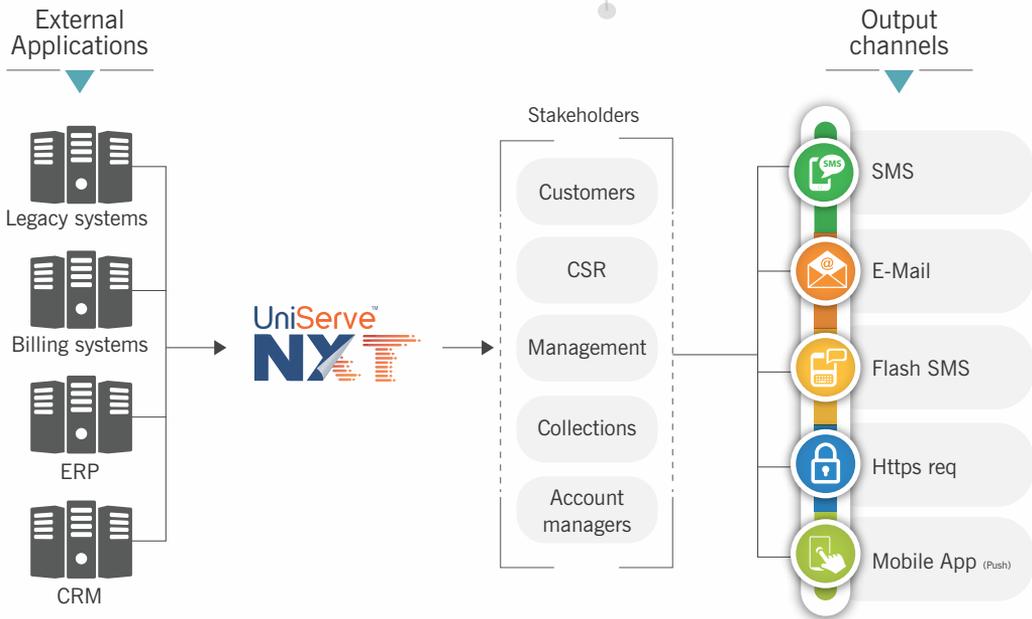
Done Sara !
You have been upgraded.



That was fast.
Thank you !

One platform to integrate the siloed processes or systems. A smooth and easy transition across channels and touch points.

HOW IT WORKS



UniServe™ NXT platform builds business agility. It works towards a 360-degree view of your customers across all systems (CRM, billing, self-care), ensuring the service level and responsiveness received across channels (mobile, tab, laptop, physical) is consistent.

UniServe™ NXT helps you to be omni-channel, send transpromotional communications, reduce customer communications costs, improve loyalty and fix the broken customer experience.

Intense Technologies helps leverage big data in ways that help deliver a superior customer experience. We have a proven track record of enhancing business agility that drives customer centricity. Contact us: marketing@in10stech.com



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