

Our intensity.
Your agility

Build A Strong Brand Image, Cut On OPEX Cost & Improve Service Delivery With RPA-based Response Management System

UniServe™ NXT

CSPs today are struggling to address the increasing volumes of requests generated via Voice and Non-Voice platform due to multi-layered customer response management processes, resulting in customer dissatisfaction, churn, and revenue loss

26% of consumers have experienced being transferred from agent to agent without any resolution of their problem.

- Global Customer Service Barometer

45% of consumers will abandon an online transaction if their questions or concerns are not addressed quickly.

- Forrester

55% of consumers would pay more for a better customer experience.

-Defaqto Research

Increasingly, customer response management systems (traditionally seen as 'cost centers') are in the unique position to revamp:



Customer retention

To increase customer retention levels



Generate revenues

To generate revenues by up-selling and cross-selling: by Next-Best Offers



Reduce costs

To reduce per transaction cost

Robotic Process Automation (RPA) tools are up to 65% less expensive than traditional approaches

RMS, an RPA based solution, empowers CSPs to automate many of their response handling tasks in the customer service department and deliver benefits of efficiency and cost reduction

Key functionalities :

- Efficient and Automated Response Handling - Parsing the request content and routing the non-voice job to respective team and triggering an alert to the customer
- Next Best Action & Next Best Offers - Intelligently suggests “Next Best Action” and “Next Best Offers” for upsell and cross-sell
- Case Management - Assigns a Case record for all responses to understand case statistics
- Centralized Alerts & Notifications Engine - Binds stakeholders and helps meet SLAs
- Reports and Analytics - Key metrics are reported for future analysis and process improvement
- Quick to Deploy - A model-driven development tool that is easy to configure and deploy in a matter of weeks
- Powerful Integration Ability - Seamlessly connects to legacy and other systems and external applications to ensure smooth automation

Business benefits:



Cost reduction – reduce cost with automation and operation streamlining



Easier management & control – can be managed easily for most of the rule-based processes



Improved service delivery – improve quality, consistency, speed, governance, security, and continuity of service



Accuracy – template-driven message delivery to ensure consistency across channels



Shorter time to ROI – just 18 – 24 weeks for solution implementation and get ROI



Tracking – Greater control, transparency and governance on the process



No rip and replace – does not require IT architecture changes for integrations



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