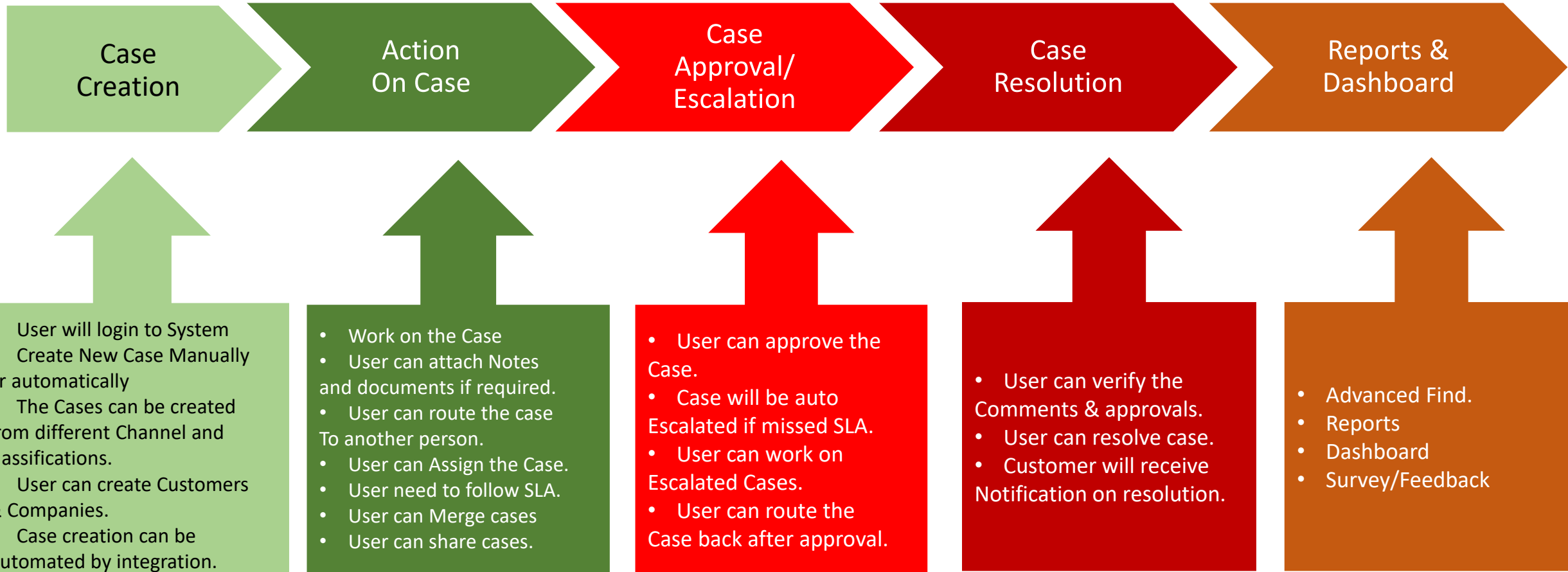
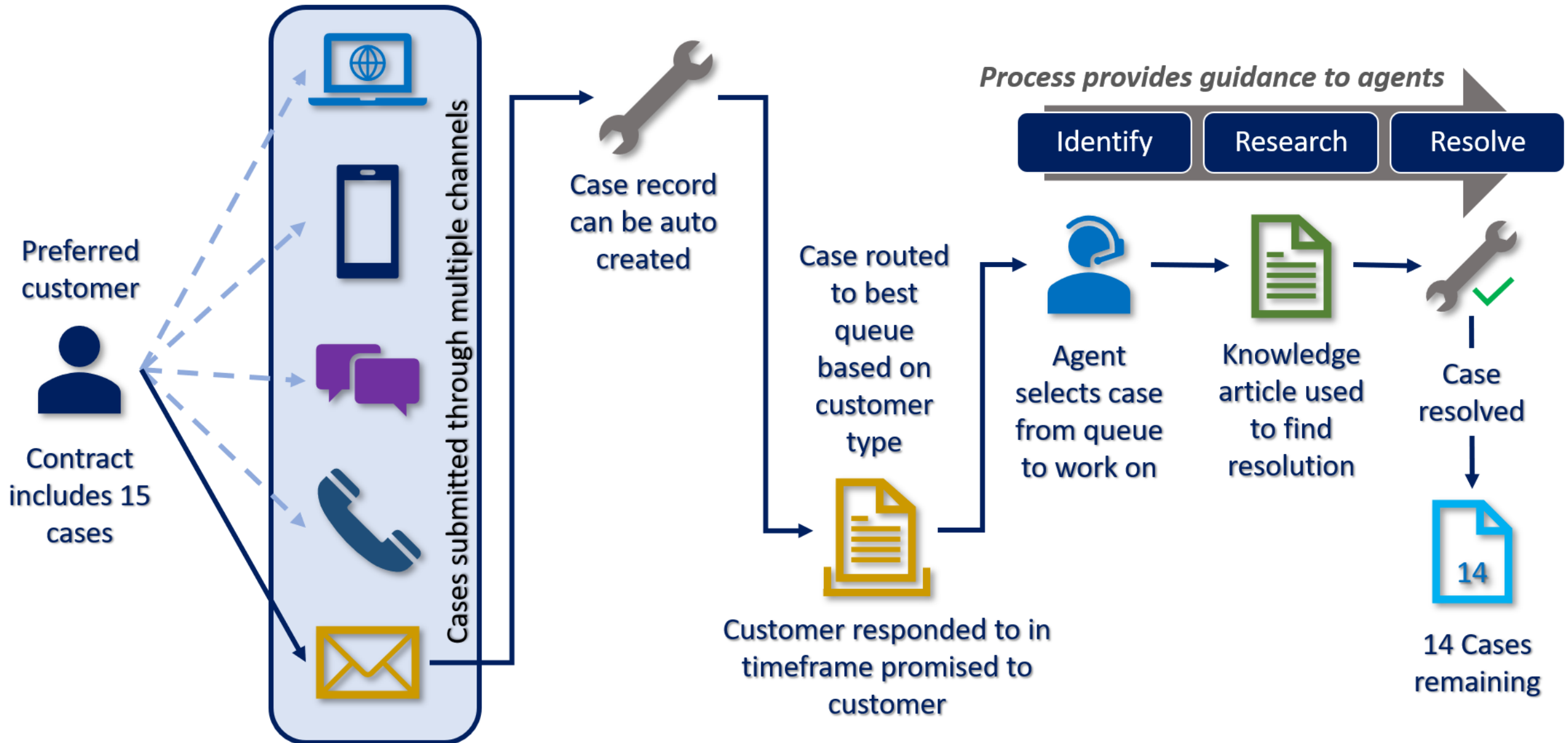


Enquiry Management Solution - Process

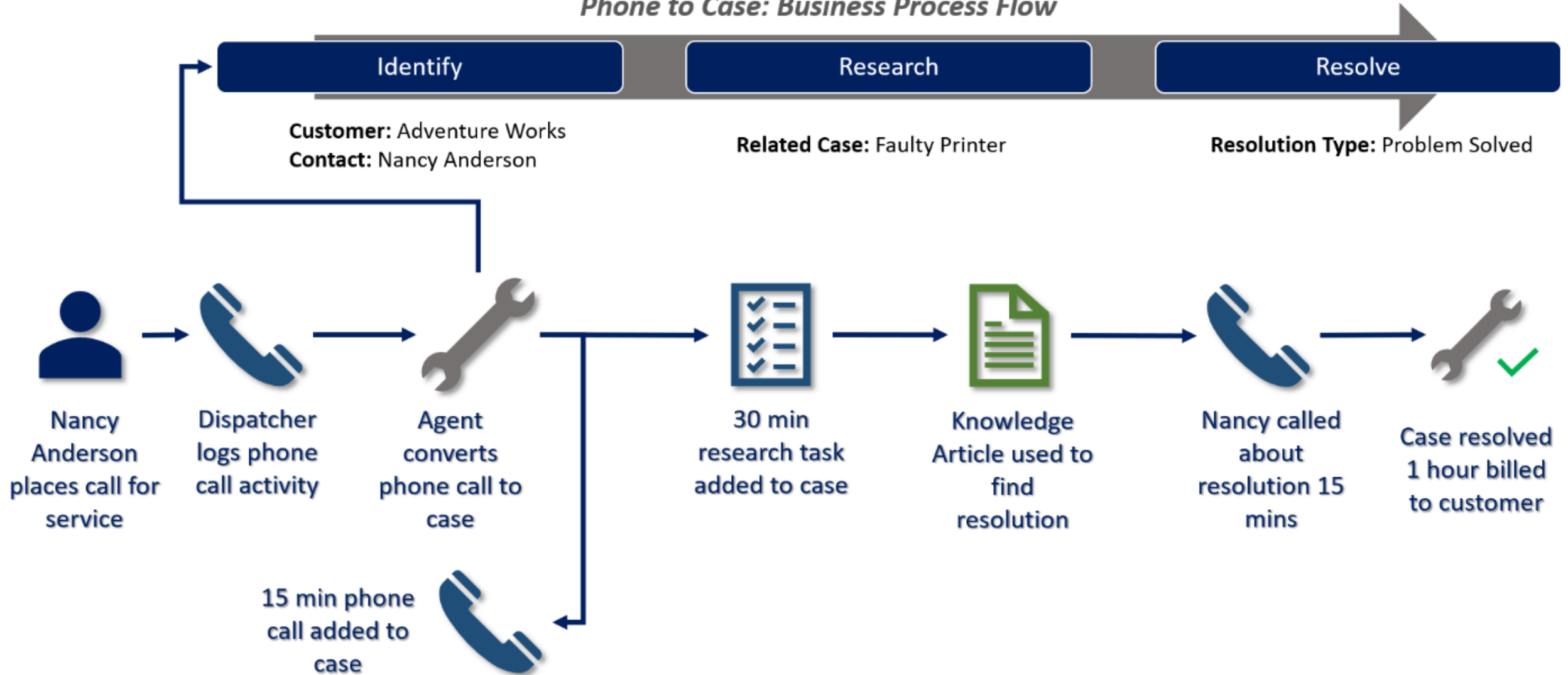


Customer Service



Sample: Phone Call to Case lifecycle

Phone to Case: Business Process Flow



Scenario: Typical Customer Support Journey

Self Assisted Support

- Customers can manage account information and raise support incidents through a customer portal

Case Creation and Routing

- Cases are automatically created from multiple channels and then routed to specific support queues based on factors such as if they have a support contract

Case Management & Resolution

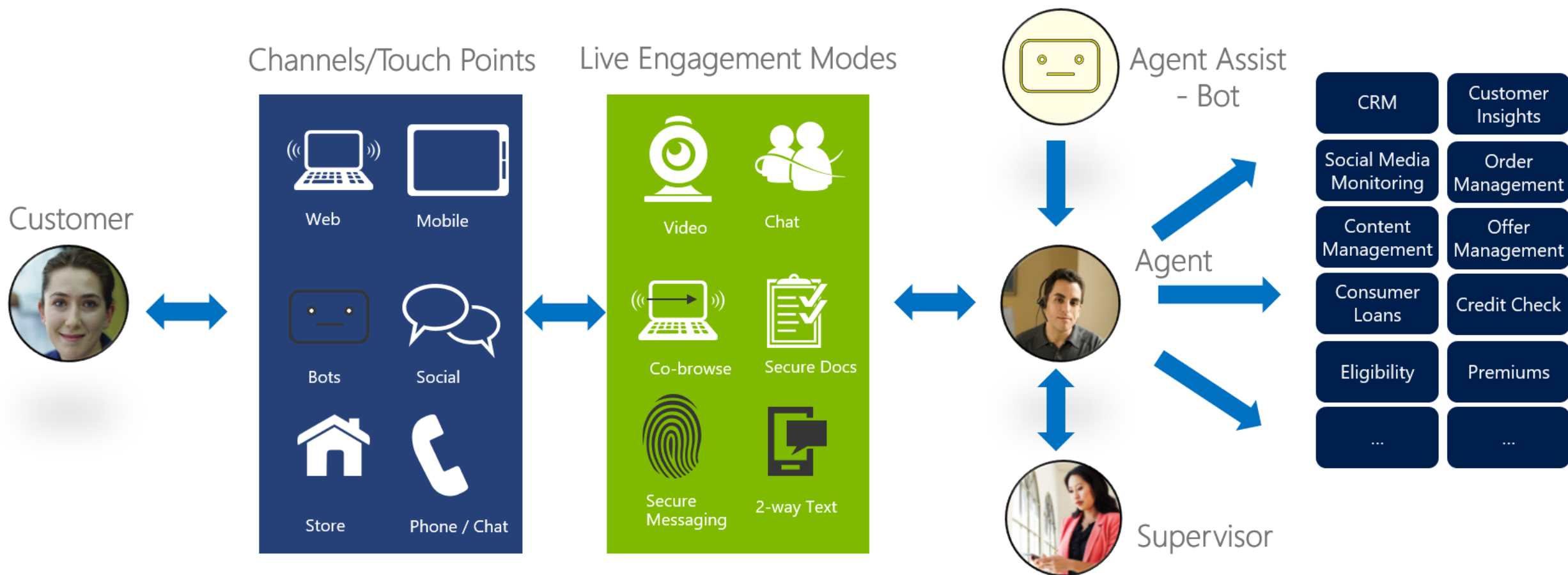
- Agents track all communication with a customer, and follow a dedicated case resolution process while leveraging an internal knowledge base

Post Cases Engagement

- Customers are engaged directly with a post case resolution survey that includes specifics taken from the case.

Omni-channel Experience

Improve agent productivity and reduce effort to serve across disparate channels & LoB apps



Preserve Context

Journey Mapping

Channel Escalation

Unified Customer View Across LoB