

# Contact Center

## Elevating Customer Experiences

Contact Center provides a complete suite of customer self-service and agent experiences to facilitate the highest quality of support to members, providers, and other dental benefit companies. Our Software-as-a-Service (SaaS) solution seamlessly handles interactions across voice, SMS, chat, and email for greater efficiency, consistency, and measurable cost savings.

In addition to empowering customer service support, Contact Center can also facilitate customer experiences for Provider Services, Sales, Marketing, Group Admin, and other business users.



### Swift Implementation

- Up to 50% faster implementation time (compared to direct IVR and digital channel implementations)\*



### Enhanced Resource Allocation

- Improved agent per subscriber coverage by 23%
- 25% of all contacts deflected to digital channels
- Chatbots answered 30% of customer queries



### Proven Cost Savings

- Reduced implementation costs by as much as 50% (\$250k average savings) per tenant
- Over the past 3 years, calls PSPM (Per Subscriber Per Month) reduced 39% while subscribers grew 33%



### Proactive Service

- Reduced talk time per subscriber by 50% from 2019 to 2023
- Increased IVR automation by 32% over 3 years
- Identified organization's top contact drivers and developed action plans
- Contact Center team sustained high service levels for our customers: 90% for Members and 79% for Providers

*\* All results are from Delta Dental of Washington. Implementation time also reflects using TriForza's Claims Management System, Dental on Demand.*

[Turn page for more info.](#)

Contact us for a personal demonstration and see the value that Contact Center can deliver to your customers and agents.

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## Core Capabilities

## Omnichannel Support

- Seamlessly integrates with TriForza's Digital Platform
- Empowers customers with self-service options.
- Efficiently deflects calls across digital channels, fax, and email

## Self-Service Support

- Contact deflection via chatbot and IVR
- Reduces reliance on agent-assisted channels
- Provides support and training articles for customers

## Agent Efficiency

- Tailor customer service strategies based on agent expertise
- Gain insights into service quality through surveys and quality evaluations
- Knowledge Center enables Contact Center team to maintain excellence

## Workforce Optimization

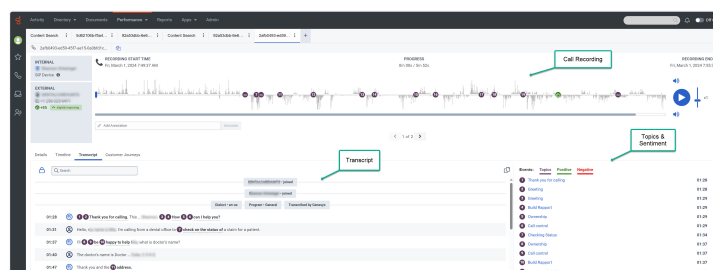
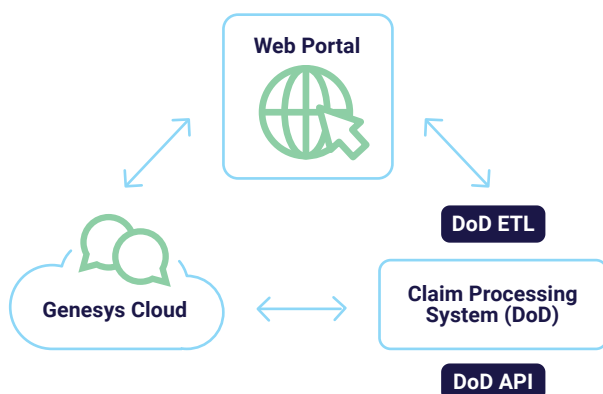
- Allocate resources based on actual support flow metrics
- Streamline onboarding with automated screen-pops, screen recording, and workflows
- Drive efficiency and productivity through workforce management

## Data Visualization

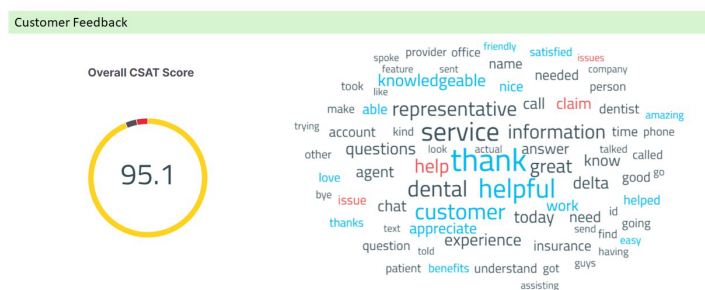
- Understand customer interactions and gain insights
- Leverage data to drive KPIs and Customer Satisfaction metrics
- Visualize trends for planning

# Contact Center Workflow

Contact Center tools include phones, fax, chat, SMS, and email. Phones provide automated information through IVR while fax connects with the claims processing system's API. Accessible before and after login, the chatbot is hosted on the website and directs unanswerable questions to an agent.



**Inside Contact Center:** Robust one-stop-shop for customer service and for insights into customer interactions.



**Customer Feedback:** Call and messaging feedback on post-call and messaging channels surveys.

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