

Contact Center Transformation for BCM

Giovanna Henry : 3-4 minutes : 8/29/2023

- [Description](#)
- [Key documents](#)
- [Go To Market Documents](#)
- [Offer Owner](#)
- [X-PORT Page Editors](#)
- [Partners](#)

Elevator Pitch



Definition: Contact center transformation enables contact centers to effectively tackle challenges presented due to new age expectations while improving cost savings & efficiency simultaneously. By moving to cloud platform, contact centers can increase their agility and speed-to-market. Modern age AI solutions like Virtual assists and Agent assists allow for better interactions with customers. Analytics platform drive better business decisions by tracking important KPIs. Finally, an end-to-end CCaaS platform with seamless integration with CRM allows for real-time assistance of customer while also delivering omni-channel experience



Why Cappgemini? We have enabled leading financial services organizations to transform their contact center services from on-premises to cloud by adopting a personalized approach and helping them achieve 50% reductions in operating costs, a growth of 10% in digital channel operations – and, notably, a 30% increase in customer responsiveness, and an overall growth of 15% in customer satisfaction



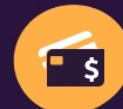
External Recognition: None



Barriers: The barriers currently hindering the growth of Contact centers are Legacy infrastructure, different functions working in silos, scalability issues, poor employee performance and satisfaction.



Best-in-class partnerships: • Salesforce • Avaya • Microsoft •Kore.ai • NICE • Google •Genesys •Celonis •Amazon



Did You Know? Contact Centers can save up to 40% cost by migrating from an existing on-premise solution to CCaaS Solutions



Our Offer Stack:

- Advisory, assessment, consulting and execution regarding Cloud migration needs.
- End-to-end Contact center as a Service(CCaaS) platform in partnership with our vendors Genesys, Avaya and NICE
- Conversational AI tools and Virtual agent with Kore.ai and Google
- Agent assist tool with Kore.ai and Google
- Advanced data analytics platform
- Cloud contact center transformation with Celonis for internal process optimization and frictionless CX
- Metaverse for your contact center: advisory and consulting



Did You Know? We helped a major US Bank migrate to cloud-based contact center allowing omni-channel customer interaction and frictionless journeys enabling greater customer experiences

Key documents

BOMS BATTLECARD – Contact Center BCM – Sep 2022

Data driven process mining for Contact center operations





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Offer Owner

Person responsible for offer.

X-PORT Page Editors

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Partners

GTM Tools that are available to better manage your Sales Campaign

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