

ONE PLATFORM MULTIPLE WAYS TO ENGAGE BOT . WEB . CALL



EXPAND SELF-SERVICE WITH DIGITAL ENGAGEMENT

Achieve digital transformation
in your customers' channels
of choice

KEY BENEFITS



Serve existing mobile and online assets



Migrate customers to digital self-service capabilities



Improve first contact resolution, especially in complex processes



Increase digital engagement with an omni-channel user journey



Deliver an equal customer experience across different channels - BOT. DIGITAL. CALL.

EMPOWER CUSTOMERS WITH DIGITAL SELF-SERVICE CAPABILITIES

In our digitally transforming world, while customers have more ways to engage, most continue to go through a complex, time consuming experience with low exposure to the advantages of digital capabilities. Surprisingly, voice calls are still a popular form of customer service communication in comparison to digital self-service interactions. Inbound customer care calls are still the most dominant channel customers choose to contact service organizations and the cost of serving these calls with a live operator remains high.

The challenge is to meet the customers at their channel of choice and provide them with an equal customer experience across channels

CallVU offers enterprises an innovative Digital Engagement hub, transferring consumers from their channel of choice – mobile, web, voice or messaging, to digital self-service, and providing them with a branch-like experience when a human touch is needed.

THE CallVU VALUE PROPOSITION



Digital Transformation

Driving customers to use digital web and mobile when they call for service and enjoy an improved, easy to use and engaging customer journey.



Enhanced Customer SELF-SERVICE Interaction

Increased customer self-service interactions between customers and agents in real time. Improved First Call Resolution (FCR) rates through better communication and sharing – with real-time co-browsing, interactive screens, files and image sharing, and digital signatures.



Omni-Channel Experience

CallVU’s multichannel capabilities make it simple for customers to engage in their channel of choice, improving the customer experience, self-service and first call resolution.



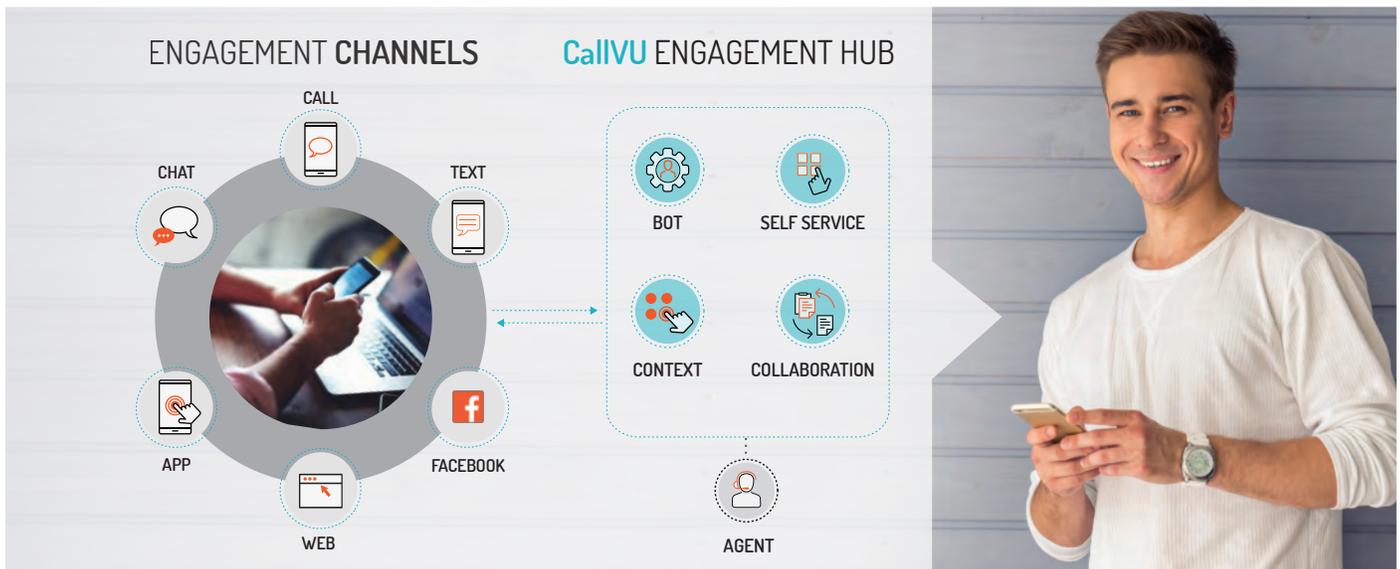
Contact Center Optimization

Break the single channel ‘glass ceiling’ and migrate complex processes from the contact center to self-service, completing calls in a single interaction.



Ease of Implementation

CallVU is pre-integrated to telephony systems and reuses existing digital assets, ensuring rapid implementation.



About CallVU

CallVU offers an innovative Omni-Channel hub, enabling consumers to use their channel of choice – mobile, web, voice or messaging, with digital self-service, and a branch-like experience when a human touch is needed. CallVU addresses the business need of diverting customers to digital self-service - reducing call volumes, ensuring more customers benefit from existing digital assets and enhancing the customer experience. By creating new omni-channel journeys, CallVU delivers customer experiences tuned to the enterprise business goals and in the customers’ channel of choice.