



A C Q U E O N™

Don't just interact. Relate.

The service provider, at present has a tele-banking solution handling 3500 calls per day. They have a customer base of over 500,000 across India. It wanted Acqueon to provide a complete Multi-media Contact Center solution for handling customer queries from various zones across the country

Having increased the product base and number of agents to handle ever increasing customer queries, this service provider wanted a robust solution to handle queries efficiently. Acqueon Technologies recommended and deployed a complete multi-media Contact Center solution for the customer. The solution provided handles inbound services.

The service provider is one of the emerging private sector banks in India. It has over 18,000 ATMs and 80 state-of-the-art branches and extension counters spread across nine states and two union territories.

This financial supermarket has an active customer base of over 500,000 and offers a variety of services including credit cards, debit cards, loans, demat accounts, fixed deposits, and mutual funds.

THE POSER

The service provider has an existing phone banking solution that handles over 3500 calls per day. Given that, with a rapidly growing customer base and increasing portfolio of products and services, the bank was looking to increase the touchpoints for their customers by providing chat and e-mail support besides voice. The bank also wanted to provide a unified experience for their customers irrespective of the communication channel.

THE ANSWER

Acqueon designed and deployed a multi-media Contact Center solution, Acqueon iQ that offered a variety of services via e-mail, chat, and voice for customers. Acqueon also provided Administration and Reporting tools for monitoring the center.

IVR

The IVR installed is capable of performing a number of activities using the Acqueon iQ IVR connector. Some of them are:

- Multi skilling
- DNIS & CLI details on IVR
- Call queuing
- Connect to IVR

Acqueon implemented a Dialogic IVR that handles the following:

Phone Banking

- Account balances
- Last five transactions
- Fax mini statement
- Check book
- Statement of account
- Check status enquiry
- Report loss of your credit / debit card
- Stop payment of check (s)
- Change TPIN

Voice, E-mail, and Web Chat

Acqueon implemented Acqueon iQ that allows customers to interact with the agent via any channel – voice, chat or e-mail.

Voice

Acqueon iQ provides a complete call-handling feature. The main features are listed below:

- Universal Queue Engine (UQE)
- Log-in
- Wrap up
- Make call
- Transfer to agent / supervisor
- Last Customer Interaction (LCI)
- Business Activity Manager (BAM)
- Call Virtualization Manager (CVM)

Technical Snapshot

PBX – Siemens PBX
IVR – Dialogic IVR
Host – Finacle CBS, ECMS
Server Database – AiQ
database Server

Last Customer Interaction (LCI)

Agents can view complete customer interaction history using the LCI feature. Available for chat, e-mail, and voice, specific chat threads can be obtained for checking previous interaction details.

Reporting and Management

Historical reports, both graphical and tabular, are available for agents, queue status, skills, and route points. Unique reports, like agent statistics for specific skills are available unlike others. Some of the other features of reporting and management are:

- Business Activity Manager (BAM)
- Call Virtualization Manager (CVM)

Administration

Acqueon iQ provides a pure Web-based administration tool. Using this single window tool, multiple enterprises or Contact Centers can be administered.

THE RESULT

Today, the bank's Contact Center handles more than 3000 calls per day and provides round-the-clock support for customers across the country.

Acqueon iQ with its easy-to-use tools gave customers the desired response with out wasting precious time. Acqueon iQ greatly increased agent productivity and enabled the supervisors to constantly monitor agent performance. Acqueon iQ's reports and administration tools helped decrease call waiting and agent idle time.

Customer interaction has been made easier and simpler – customers can now interact with the bank via a communication channel of their choice.

ABOUT ACQUEON

Acqueon Technologies Inc specializes in developing products and solutions for the Customer Interaction Management (CIM) industry.

These products and solutions use business logic to deliver a distinctive customer experience by enabling organizations to not just interact with their customers – but relate.

Acqueon products and solutions also offer a compelling Total Cost of Ownership (TCO), which is further enhanced by rapid deployment.

Acqueon products and solutions handle millions of transactions every day at multiple sites and are implemented across various verticals such as Banking, Insurance, Retail, Telecom, Healthcare, and Education among others, in over 17 countries.

For more information, visit www.acqueon.com.



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