Innovative Mobility Solutions

Driving Transformation in FSI
Demanding and powerful consumers, increasing competitiveness, and advances in communications technology are forcing FSIs to take a comprehensive approach to customer service.
7 TECHNOLOGIES will reshape interactions for both FSI’s and Customers

- Omni Channel Contact Centre
- Proactive Outbound Campaigns
- Digital Branch
- Workforce Automation
- Voice Biometrics
- Chatbots
- Omni Channel Automation
Current Challenges:

1. Inability to track customers through the purchasing lifecycle
2. Multiple disparate channels acting independently and in silos.
3. Fragmented views of customer interactions and enterprise data.

Customer Innovation Awards
Digital Branch

Current Challenges:

1. Customers do not want to be restricted by office hours even for branch FSI services.
2. Expanding the traditional branch footprint across locations is expensive and labour intensive.
3. FSI’s find it difficult to provide the entire range of services at all branches causing frustration.

Banking on the Digital Branch
Current Challenges:

1. Contact centers often spend valuable time verifying callers.
2. Knowledge-based Authentication is ineffective in identifying fraudsters.
3. Navigating the phone keypad and system’s IVR can be cumbersome on mobile devices.
Omni Channel Solutions Designed for Today’s Multi-touch World

Current Challenges:

1. Lack of consistent experience for customers across multiple touch points.
2. Inability to seamlessly transition from one touch point to another.
3. No unified customer management view for agents to handle multiple interactions.
Providing a Personalized Proactive Engagement

Current Challenges:

1. Customers expect to be notified of potential problems as well as opportunities on their preferred channel.
2. Difficulty in providing customized experiences and delivering communications tailored to their preferences.
3. Customer-facing staff do not have a single customer view in real time for both inbound and outbound contacts across all channels.
Current Challenges:

1. No common administration across contact center, back-office, and the wider enterprise

2. Difficulty in identifying underperforming agents to provide further training and coaching.

3. Challenges in spotting customer problems and issues quickly for quick resolution.
Current Challenges:

1. Consumers now expect banks to respond to their queries 24 hours a day, 7 days a week.
2. Precious time and resources spent responding to low value queries repeatedly.
3. Turning first contact resolution into zero contact resolution is expensive and time-consuming.

Banking on Bots
DID YOU KNOW...

Avaya innovation is helping FSIs transform the customer experience and create superior value across:

- Omni Channel Contact Centre
- Proactive Outbound Campaigns
- Digital Branch
- Workforce Automation
- Voice Biometrics
- Chatbots
- Omni Channel Automation
95% of all Fortune 500 companies use Avaya Solutions today.

9 of the top 10 largest banks worldwide are running Avaya Solutions.

All of the world’s top 10 insurance companies leverage Avaya Solutions.

Avaya supports more than 300,000 customers worldwide.
Every interaction counts when enterprise wide engagement is contextual and customer centric.

Click here to find out how

AVAYA