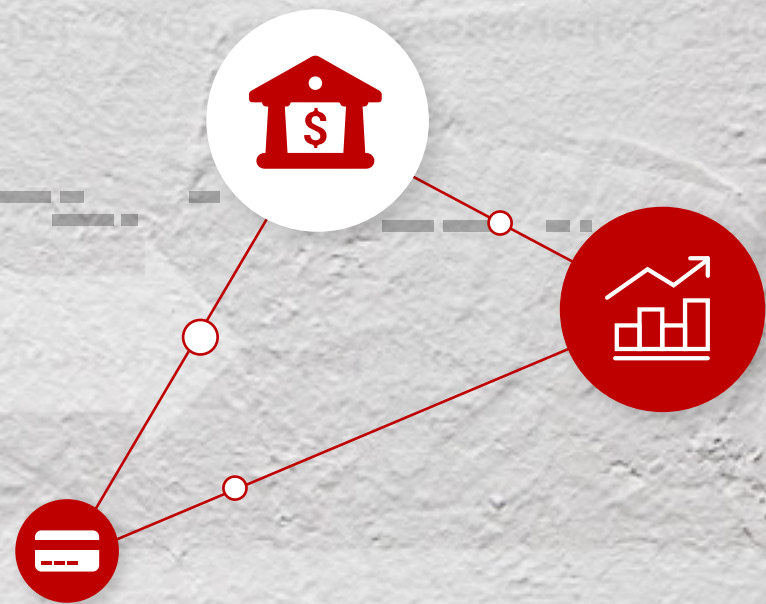





# Innovative Mobility Solutions

Driving Transformation in FSI





A low-angle, upward-looking photograph of several modern skyscrapers with glass facades. The buildings are set against a clear blue sky. The image has a dark, semi-transparent overlay, and a white rectangular box is centered over the middle of the frame, containing white text.

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



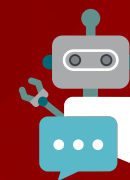
Digital Branch



Workforce Automation



Voice Biometrics



Chatbots



Omni Channel Automation

## Omnichannel Contact Centre



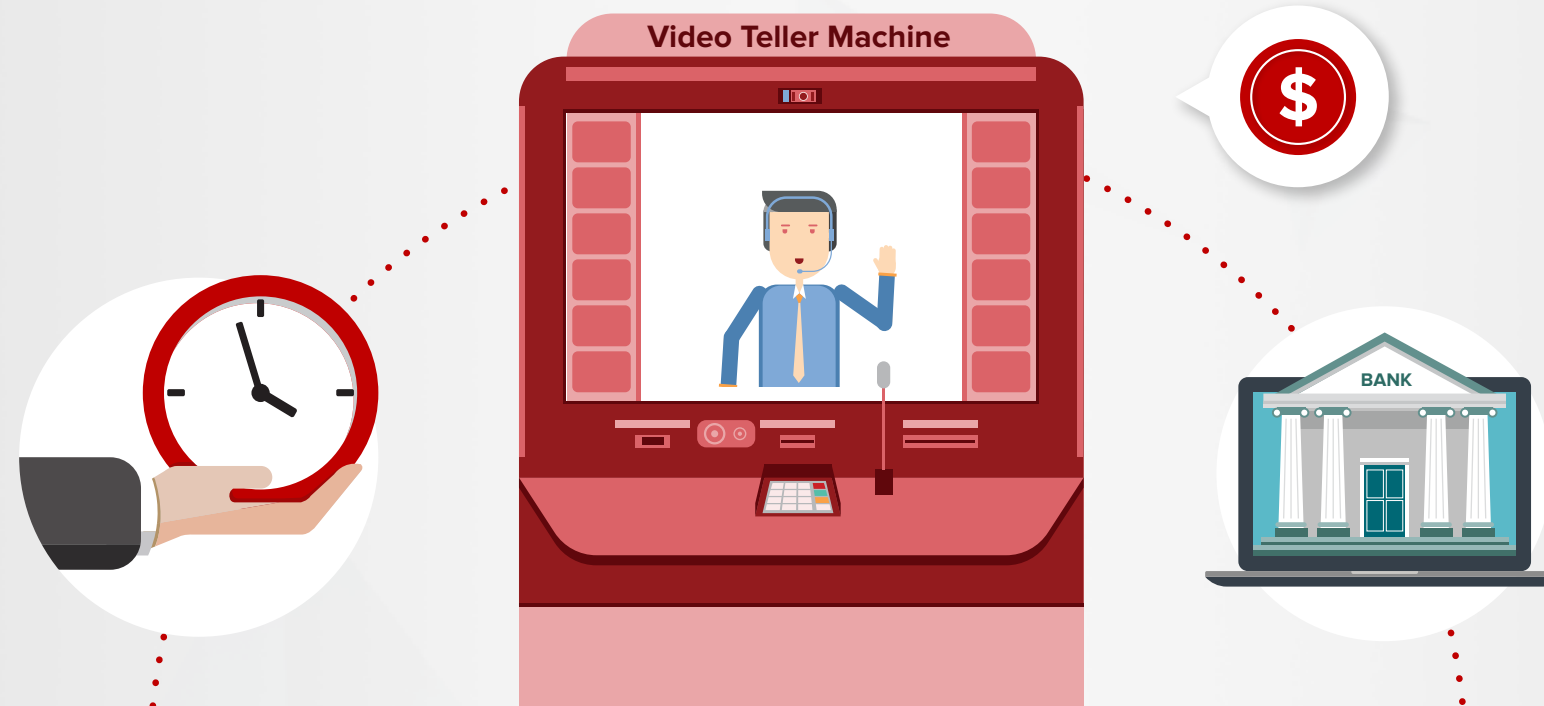
### Current Challenges:

- 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.

FIND  
OUT

Banking on the Digital Branch

## Voice Biometrics



### 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.



[Biometrics Trends](#)



## Omni Channel Automation



### 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.

**FIND  
OUT**

Omni Channel Solutions Designed for Today's Multi-touch World

## Proactive Outbound Campaigns



### 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.

FIND  
OUT

Providing a Personalized Proactive Engagement



## Workforce Automation



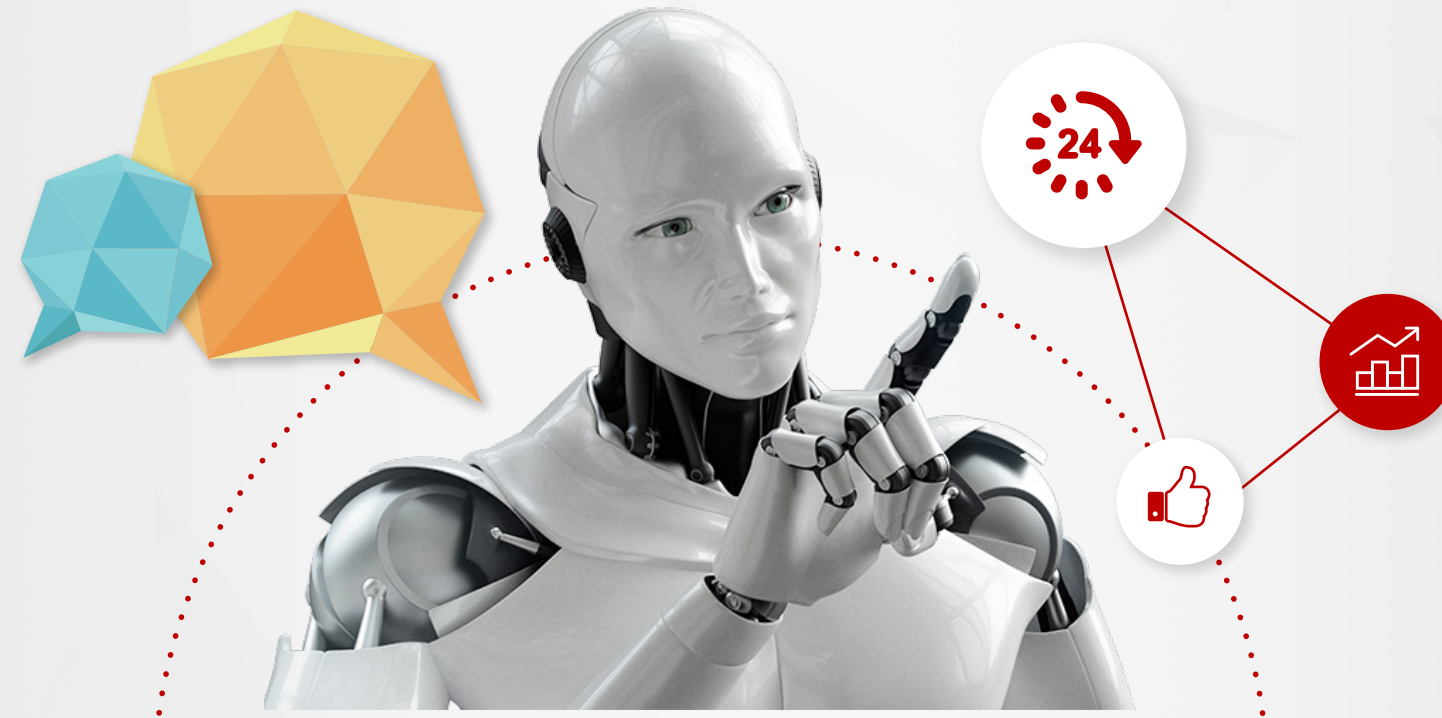
### Current Challenges:

- 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.

**FIND  
OUT**

Creating Unified, Holistic Experiences for Your Customers

## Chatbots



### Current Challenges:

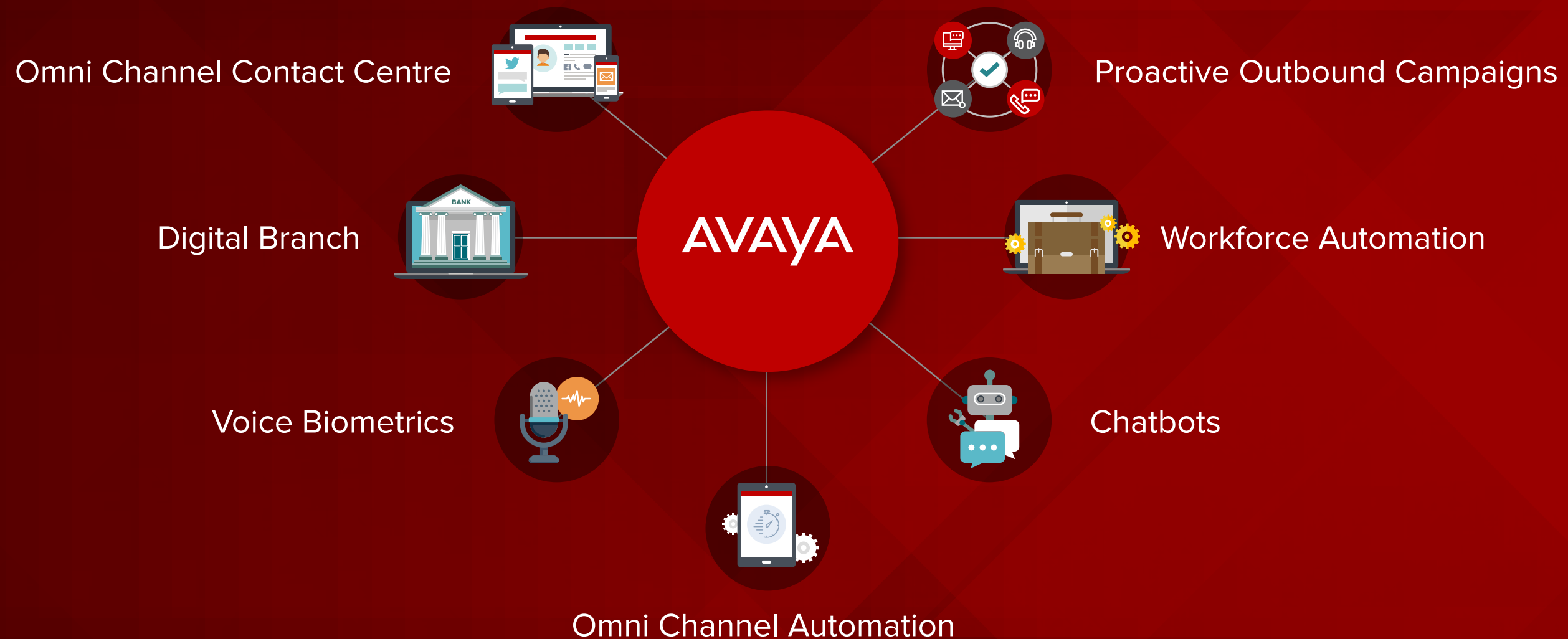
- 1 Consumers now expect banks to respond to their queries 24 hours a day, 7 days a week.
- 2 Precious time and resources spent responding to low value queries repeatedly.
- 3 Turning first contact resolution into zero contact resolution is expensive and time-consuming.



[Banking on Bots](#)

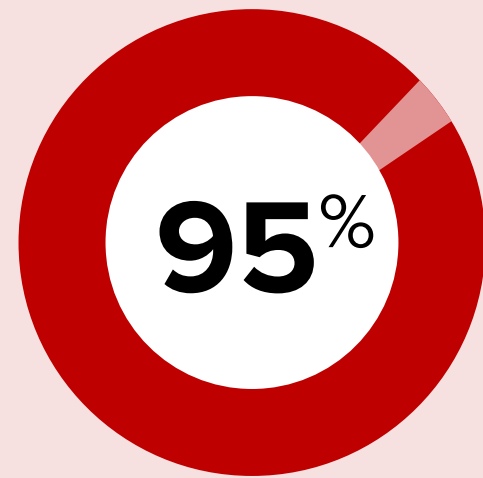
## DID YOU KNOW...

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





# AVAYA STRENGTH AND COMMITMENT



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**top 10 insurance**  
**companies**  
leverage **Avaya Solutions**.



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