

# Optimize contact center operations to deliver consistent customer experiences

World-class contact center performance requires meeting and exceeding customer expectations through timely, accurate and professional service at every customer encounter.



## Replace agent chaos

- Order entry
- Customer history
- In-stock items
- Back orders
- Service schedule



## Empower agents with unified systems

- Automatic customer identification coming from any channel
- Accessible customer history, promotions, credit status and more
- Cross-service, anticipate needs to add value
- Full access to customer-relevant information — promotions, inventory, service schedules, parts
- Leverage internal resources and experts to answer questions
- Resolve problems without approvals, within established guidelines

## Care everywhere: Customer engagement solution

To support your front-line brand ambassadors, you need a contact center expert. At DXC Eclipse, we'll help you empower agents with a single-pane-of-glass experience, putting information at their fingertips. We'll work with you to develop strategies to reduce friction along the customer journey — across all channels of engagement. Harnessing the full power of data, our team of experts will help you establish KPIs, monitor progress and continuously improve your customers' experiences. Align people, process and technology to consistently deliver what your customers value.

Get direct access to our Business Consulting team today.



## Accelerate training

Ramp up new agents quickly on products, services and best practices with tailored in-app learning that's always available



## Support agent evolution to keep pace with customers

Centralize access to multiple levels of agent resources, supporting fast, consistent response to customer questions with:

- Knowledgebase and FAQs
- Wiki
- Chat to instantly access experts
- Systematize ongoing training programs, performance reviews and feedback loops



## Reduce confusion

Proactively monitor agent performance and the impact on customer experience through live dashboards and powerful reporting tools



## Ensure consistency through process and measurement

- Give managers meaningful and timely data on agent performance to improve training and enable corrective actions
- Analyze data to identify agent behaviors that provide the best customer experiences, to apply continuous improvement



T 877.744.1360

[www.dxc.technology/dxceclipse](http://www.dxc.technology/dxceclipse)

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