

TELECOMMUNICATIONS - DIFFERENTIATING ON SERVICE, THROUGH KNOWLEDGE AUTOMATION

VERINT

transversal

- 60 SECONDS
AHT DECREASE

+30 POINTS
NPS INCREASE

The telecoms sector faces the challenge of a splintering marketplace. Few people in our connected society can do without the services they provide. Yet companies must increasingly compete with smaller, newer companies for customers.

Telco's need to differentiate themselves on the quality and innovation of their service.

TO RETAIN MARKET SHARE,

TELCO'S MUST PROVIDE THE JOINED-UP EXPERIENCE CUSTOMERS EXPECT IN AN OMNICHANNEL WORLD.

TELCO'S MUST PROVIDE

ACCURATE, UP-TO-DATE KNOWLEDGE ABOUT SERVICES, POLICIES AND TROUBLESHOOTING.

KNOWLEDGE AUTOMATION

ENHANCING CUSTOMER EXPERIENCE ACROSS THE TELECOMS SECTOR.

CUSTOMERS NEED CONTACT CENTRE AGENTS

TO RESOLVE PROBLEMS FAST, FIRST TIME.

TELCO'S THAT SERVE KNOWLEDGE EFFORTLESSLY AND ACCURATELY AT THE POINT OF NEED, RETAIN CUSTOMERS MORE EASILY THAN COMPANIES THAT DO NOT.

UTILITY
WAREHOUSE

Utility Warehouse, a growing phone, Internet and energy supplier, aims to give quality experiences by treating each customer as they would treat a member of the family.

Utility Warehouse implemented the Prescience™ knowledge solution to replace its legacy KM system.

Serving knowledge to three key touchpoints: customer self-service, agents' desktops, and a dedicated portal for external sales partners.

600

CONTACT CENTRE AGENTS

40,000

EXTERNAL SALES PARTNERS

4,000

ROUTINE ENQUIRES DEFLECTED PER DAY

-60
SECONDS
AHT DECREASE

+30
POINTS
NPS INCREASE

CONTACT CENTRE AGENTS DESCRIBE THE RESULTS AS "A QUANTUM LEAP IN CUSTOMER SERVICE".

Telco's are huge enterprises, with potentially millions of customers and large-scale contact centre operations. While delivering knowledge on such a scale might seem daunting, a cloud-based knowledge solution like Prescience™ makes it simple. Prescience™ enables you to curate knowledge in one place and publish it anywhere, regardless of the number of touchpoints you maintain, the number of your customers or the number of your agents.

Find out more

Verint Transversal is the leading provider of knowledge solutions. Our focus is to connect people with knowledge, ensuring customers, employees and contact centre agents alike can find the right answer every time they need it. Our solutions are designed to help improve agent efficiencies in contact centres, deliver exceptional experiences in online self-service and increase business performance through employees and business partners.

VERINT



transversal
connecting people to knowledge