

Advanced communication in the banking sector



Change Driver

The merger of several banks has resulted in a new company with a total of 46 locations.

As a consequence the bank had a decentralized infrastructure with 27 different telephone systems from 9 different providers.

The bank was looking to streamline the systems urgently. The IT manager needed a new partner who could deliver both a central UCC solution and a modern Omnichannel Contact Centre.

DAMOVO





Damovo Approach

A Cisco Unified Communications Manager with Cisco Jabber as the UC client was implemented. In addition, the solution was supplemented by some of Damovo's own developments, such as the executive-second functionality and an attendant console.

The Cisco Contact Centre Express – an omnichannel solution - was connected to the CRM system. Purpleview's Empathy Suite solution was also integrated directly into the contact centre environment using middleware developed by Damovo. This now gives customers the option of contacting the bank via video and web chat.

Damovo not only supplied the technology, but also focused on the implementation of acceptance management measures. In doing so the bank was able to ensure that all employees were informed about the new features as early as possible, and had training on how to use the new tools correctly.



Customer Value

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How the **bank** benefits

The entire system landscape can now be managed centrally as a result of the standardization of the UCC and CC infrastructure.

Customer satisfaction will be higher as a result of the added interaction channels.

The modern solution ensures that the bank is optimally positioned for the future.

How their **customers** benefit

The customer now experiences a more modern and innovative service experience.

The new video and web chat communication channel has further digitalised customer service and is already widely accepted by customers.