

Case Study

BDO Unibank is delivering exceptional customer experience powered by a truly global service desk



1,200+ Users



7 Countries



10 Applications
Integrated with

Benefits

Accurate First Contact Resolution

Customer problems are accurately and quickly addressed at the first connect itself, thus increasing delight.

Consistent customer communication

Communication with customers is standardized, automated with personalized templates across channels.

Eliminate system hopping

An executive can solve any type of problem without hopping between multiple systems and passing to another department with the help of real time integrations.

Automated work allocation

The right work is assigned to the right executive resulting into faster process execution and issue resolution.

Proactive fraud protection

Subjective DLP (Data Leak Protection) with external support, section wise authentication, group wise scoring actively help prevent frauds.

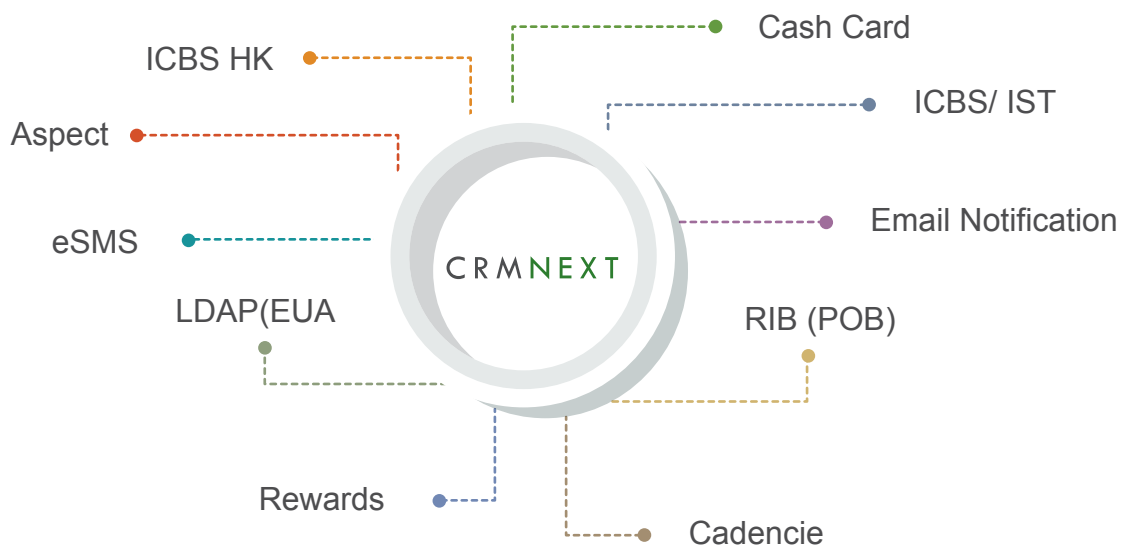
Challenges

- 1400 different sub-categories with over 5,000 solutions
- Manual searching for solutions
- Multiple siloed systems
- Delays in Turn Around Time
- High dependency on agent expertise
- Low productivity
- Lengthy call handling times
- Simple authentication increasing fraud possibilities

Solutions

- 1 Screenflow™ designer to deliver single touch resolutions
- 2 Intuitive, automated and guided service journeys
- 3 Global helpdesk where any agent can service any type of request
- 4 Dynamic Data Leak Protection (DDLP) widget to automate complex validation models
- 5 Dynamic validation models with real-time integration to fetch data from external systems
- 6 Dynamic solution workbench™ with listings based on case sub-categories

Integrated with 10 systems



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