



Tech
Mahindra

oneDESKTOP

A Call Centre Management Solution

Connected World. Connected Solutions.
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Why Customer Experience is So Important ?

Improves customer satisfaction

Fosters repeat customers and customer loyalty

Increases customer advocacy and referrals

Reduces customer churn

Creates a competitive advantage

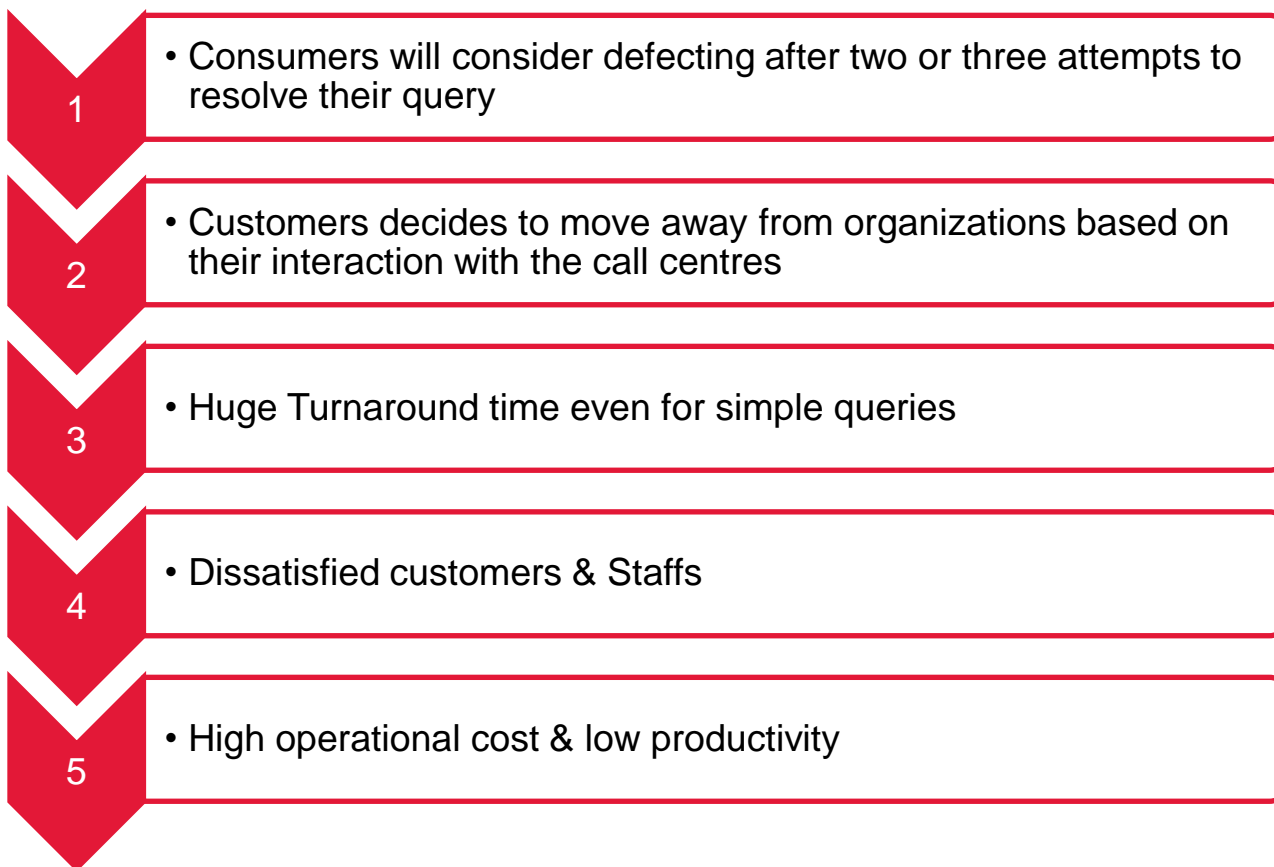
Increases revenue and sales

Builds stronger customer relationships

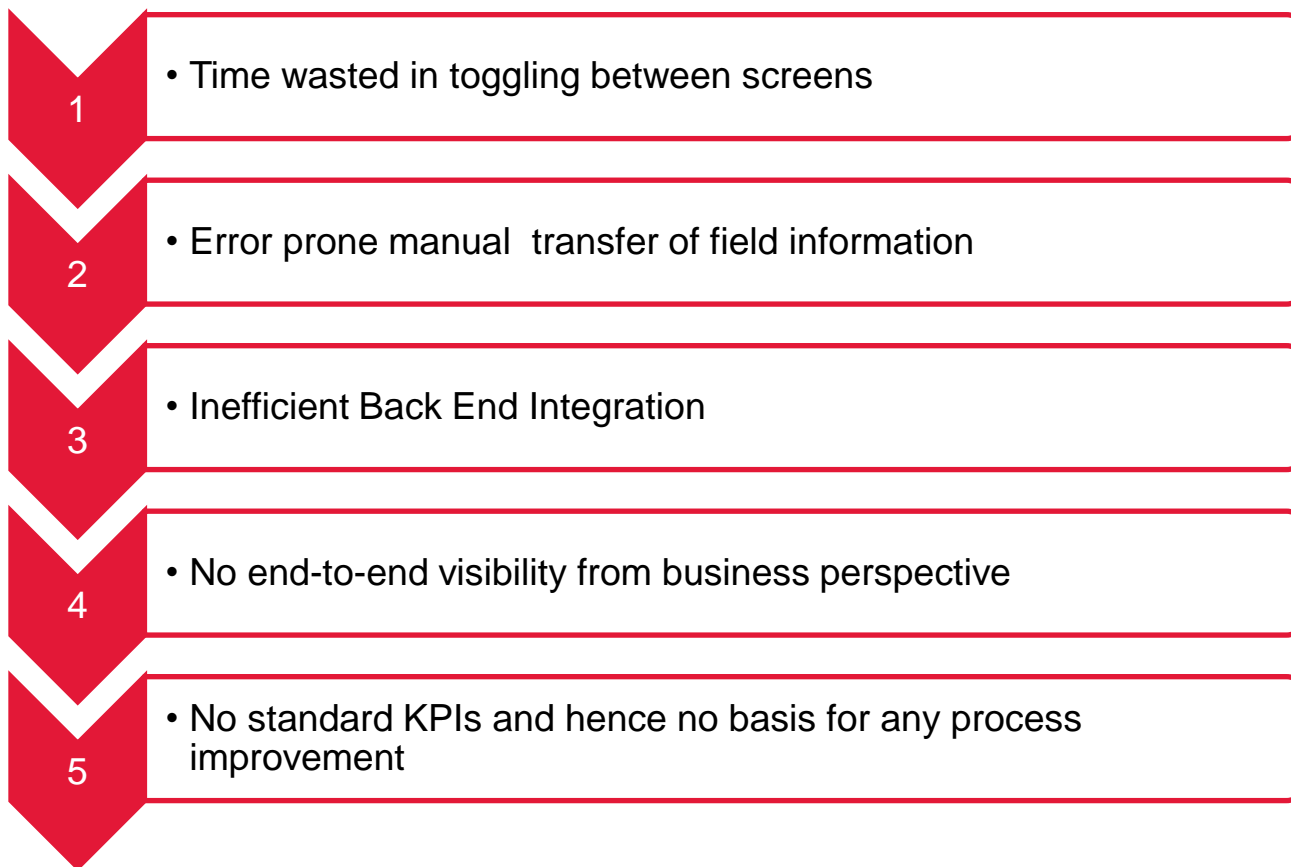
Call Centre - Customer Experience : Connection



What inefficient call centre can do ?



What causes inefficiencies in Call Centre ?

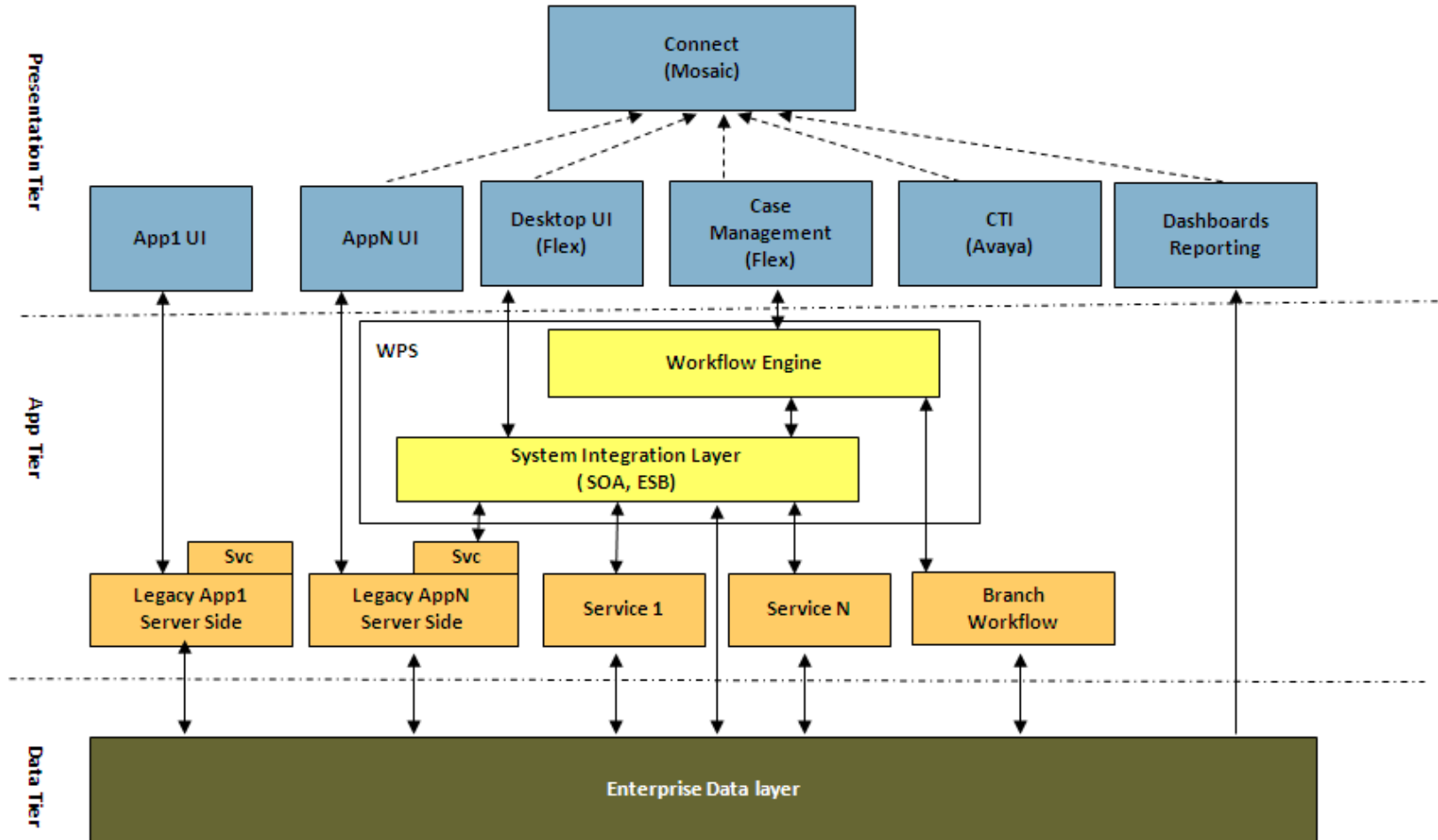


How TechM **one**DESKTOP Solution Make Call Centre Effective ?

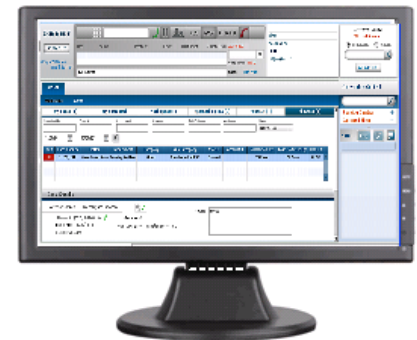
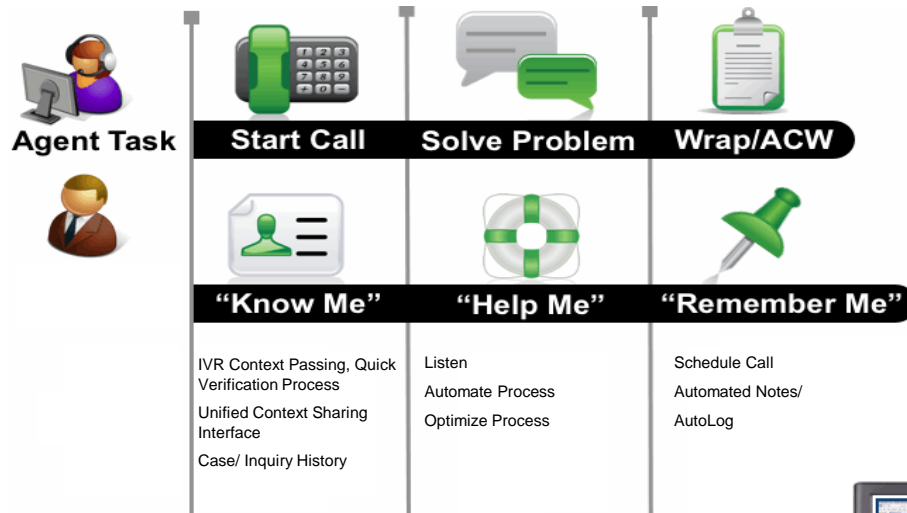
- One screen portal solution with built-in VoX phone and integrated with all required processes
- Before the customer call reaches Agent, customer information will be available in the screen (which generally passes through IVR, Mobile number verification etc.,)
- Standard and unified process models
- Promote canonical data models
- Promote process and data compliance
- Achieve unified KPI models and rollout SLAs
- Assure end-to-end visibility from business perspective

Organizations need to see call centres as being a strategic part of organisation's business, not just operational.

How **one**DESKTOP Solution Works ?



oneDESKTOP Solution Impact



oneDESKTOP Solution Benefits

- Increased sales potential
- Reduced call handle time
- Increased authentication/security
- Increased service transparency & service flexibility
- Increased use of IVR and web self-service functionality and therefore reduced call volumes to Customer Sales Representatives(CSRs)
- Improved CSR experience and productivity, case tracking and context sharing ,knowledge management & workflow management
- Reduced staffing needs.



Thank You