



Presence Suite for

Banking and Financial Services

Presence Suite for Banking and Financial Services is the multichannel software solution for Contact Centers that increases productivity, decreases operational costs, improves service levels, and increases customer satisfaction. The Presence Suite solution has been designed so agents can personalize financial services and offers, according to business rules, resulting in better sales and business generation. Presence Suite is a preferred solution for major contact centers in Europe, Latin America, the United States, and South Africa.

In the financial sector, where time is money, Presence Suite responds quickly and efficiently to market demands, meeting information security regulations and standards.

Presence Suite delivers results

- Increases productivity by up to 20% in Outbound handling
- Decreases the AHT by 30% (Average Handle Time)
- Application development costs are decreased up to 99%
- User friendly, automated applications, minimize human error up to 99%

Adaptability, flexibility and infrastructure simplification

"The implementation of Enhouse Interactive was very easy, fast and problem free, the agents were able to continue to work normally throughout the whole process".

Joe Rhodes,

VP Manager of Infrastructure Solutions en BankAtlantic

Presence Suite for Banking & Financial Services allows you to interact with the customer in a more proactive, precise and consistent way!

Enghouse Interactive offers the banking and financial sector numerous benefits:

- 360 degree management of customer information, including detailed contact reports, allowing the agent to access account history and offer personalized service
- Utilizes existing infrastructure, therefore no need for additional investment
- Improves agent productivity and process handling
- Generates statistical reports for customer data and operational data
- Continually provides quality control of business process through real time reports
- FCR is improved by the elimination of human error
- Customer experience is improved through agent productivity and consistency

“Presence Suite has enabled us to improve on our contact rates by 30%, as well as customer service by filtering them into specific categories.”

Audrey Roberts,

Operations Support Manager at RCS Group

- Customers can access their financial information 24 x 7, regardless of location or channel (Voice, Chat, E-mail, SMS, Fax, and Social Networks)
- Routing tools identify important customers for specialized financial services offers
- Intelligent workload distribution increases operational efficiency
- Automated customer transaction confirmations via multiple channels
- Guarantees security and compliance with data protection laws and controls access rights information
- Recording tool features both on-demand and pre-scheduled call or screen recording

Functions

- Multichannel Platform: Voice, Fax, E-mail, Chat, SMS, Social Networks
- Back Office automates financial processing tasks, such as credit management, optimizing agents work time
- Personalized customer service with previous identification through CTI integrations
- Powerful predictive dialer which multiplies the process efficiency of the existing outbound contacts
- Simple and scalable migration from your current system to the Presence Suite

- Agents can work simultaneously from different locations, such as bank branches, with a common database
- Records all interactions (Voice and Screen)
- Intelligent routing for each customer, such as by agent skill, product, division, etc.
- Multidirectional Campaign handling - Inbound and outbound calls managed by the same team of agents taking advantage of off-peak hours

Enghouse Interactive solutions can be hosted On Premise, Hybrid or Cloud – thus helping to maximize stretching dollars. The solution is tailored specific to the financial institution needs and is flexible to allow for future growth. Enghouse Interactive also understands the important role in supporting the environment and the incentives for going green. Our Cloud and Hybrid solutions eliminate outdated hardware, which helps reduce waste and recover costs.



Presence Suite is an
Enghouse Interactive solution



For more information visit
www.enghouseinteractive.es/en