

Contact Center modernization

For a British multinational investment bank
and financial services company



Customer description

This customer had a legacy 300-seater contact center which had trouble accommodating modern contact center channels and CX automation.

Challenges



Inability to accommodate modern digital channels like email, web chat, and video.



Inability to integrate with corporate Skype for business collaboration.

Scope of services

Implement Modern Omnichannel Contact Center seamlessly integrated with Corporate Unified Communications.

Provide bot enabled self service on chat.

HCL Solution

Solution overview

HCL provided a omnichannel conversational bot solution.



Solution



HCL deployed the ice contact center which is based on Microsoft Skype for a business-aligned contact center solution, which directly enables omnichannel interactions including email, web chat, and video.



HCL DRYiCE Lucy was also deployed to provide conversational self-service over chat.

Solution Highlights



Lucy-powered Salesforce conversational bot



Lucy and ice integration



Video contact center

Timeline: 3 Months

Value delivered

Customer experience

1

Reduced time-to-reach with the solution using HCL DRYiCE Lucy.

2

Cost avoidance - Cost of equipment and management of multiple channels avoided by using Skype for business as the channel platform.

3

Cost reduction- Datacenter HVAC costs and management costs avoided by using HCL Private Cloud solution.

4

Enhanced user experience - employees are now able to connect to the service desk using any channel they are comfortable with, including video.