

Support the customer journey with optimized customer engagement center operations

World-class contact center performance requires meeting and exceeding customer expectations through timely, accurate and professional service at every customer encounter. Ensure the voice of the customer is heard and integrated into every aspect of contact center strategy.

Effortless contact



Support omnichannel, synchronized to standard process flows



Personalize engagement through bots, in-app text chat, co-browse



Tailor responses with standardized contact protocols

Turn data into intelligent action



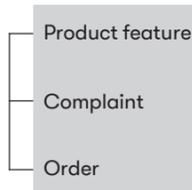
Intelligent automation guides agents to deliver world-class service by surfacing relevant information through a “single pane of glass”



Avoid escalations with agent-facing bots that use contextual data about customers and products to make smart recommendations



Automate workflows to direct, escalate and resolve customer inquiries quickly



Service bots, built on a powerful artificial intelligence framework, can automate response to frequent questions and escalate when needed



Prompt agents to recommend add-on products and services based on machine learning and predictive analytics



Use data and intelligence to transform how you provide service — continuously improving customer experiences while reducing costs

Care Everywhere: Customer Engagement Solution

To deliver world-class customer service, you need a contact center expert. At DXC, we'll help you develop strategies to reduce friction along the customer journey — across all channels of engagement.

Agents can give customers their full attention — not switching through applications — with our unique single-pane-of-glass user interface. Our team of experts will help you establish KPIs, monitor progress and continuously improve your customers' experiences. Align people, processes and technology to consistently deliver what your customers value.

Get direct access to our Business Consulting team today.



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