



Transform your
contact centre with
Service Cloud Voice

DXC introduces Service Cloud Voice

Service Cloud Voice is the latest solution for high volume contact centres, from Salesforce and Amazon Connect, and configured to your unique needs by DXC.

It brings together voice conversations, digital channels and customer data in a real-time, single view for both the agent and supervisor. In turn, enabling your contact centre team to deliver faster, more personalised service from anywhere.



In times of uncertainty, customers pick up the phone.

As consumers seek additional help in unfamiliar circumstances, contact centres have become more important than ever before.

In response to the disruptions of 2020, contact centres have been forced to undergo rapid change — shifting to remote work models and managing heightened demand. They now require a smarter way to handle incoming calls, enhance their customer experience and boost agent productivity.

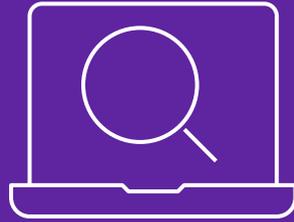
“Our contact centre plays a vital role in serving our customers. So, to help manage heightened call volumes and enable our agents to service our customers from anywhere, we knew we had to find a way to do more with telephony.

“After engaging DXC, we were delighted with the short time to value, rich features and positive business impact they were able to produce utilising Service Cloud Voice.

“They brought a level of expertise and dedication to the project that was second to none, in order to make it a huge success!”

— **Senior manager & platform owner,**
large Australian financial institution

Benefits of Service Cloud Voice

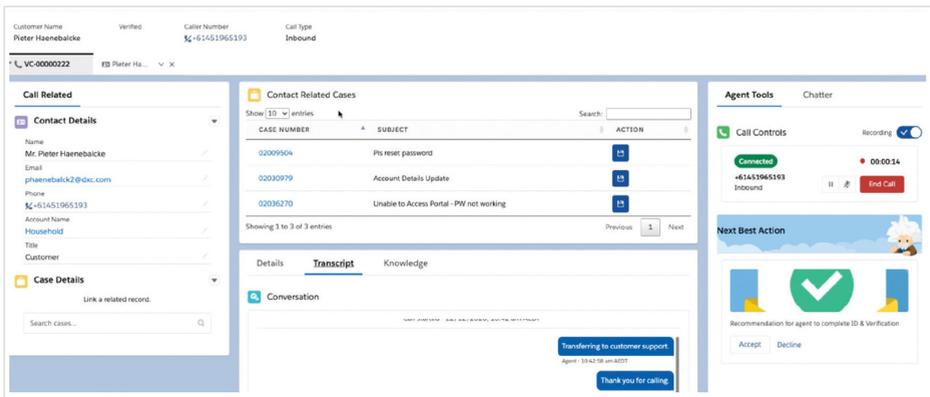


- **A streamlined agent workspace**

Enable your agents to service all customer interactions from one screen. Embedded softphone call controls make it simple for agents to accept phone calls alongside digital conversations in omnichannel, seamlessly integrated with Salesforce's Customer 360 for a holistic view of the customer.

- **Real-time call transcription**

Seamlessly capture the content of your call and link the call transcript to the customer's profile for easy future reference. Real-time call transcription can also be used to launch on-call intelligence, such as 'Next Best Actions' and 'Reply Recommendations' so agents can swiftly resolve customer queries.



Example of an Agent's dashboard while on a call



- **Enhanced customer experience with artificial intelligence (AI)**

With AI-enabled call log field predictions, voice-triggered knowledge article recommendations and Einstein case wrap-up, your agents will be able to reduce handle time — resulting in better customer experience and greater agent productivity.

- **Unlocked insights for supervisors**

Help facilitate training and onboarding for your agents with easy access to calls and insights in real-time. Keyword or sentiment analysis can be configured to flag calls where additional on-call coaching may be needed.

- **Agents available from anywhere**

With remote working here to stay, Service Cloud Voice supports your agents' ability to service their customers from anywhere they are based — allowing your business to continue seamlessly regardless of the environment and offering flexibility that attracts and retains top talent.

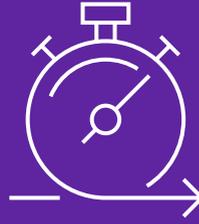
- **Fast setup**

Coming pre-integrated with Amazon Connect and with no software to install or complex upgrade processes, Service Cloud Voice enables easy setup of cloud telephony alongside existing communication channels to help organisations deliver fast, personalised service to customers in a matter of weeks.

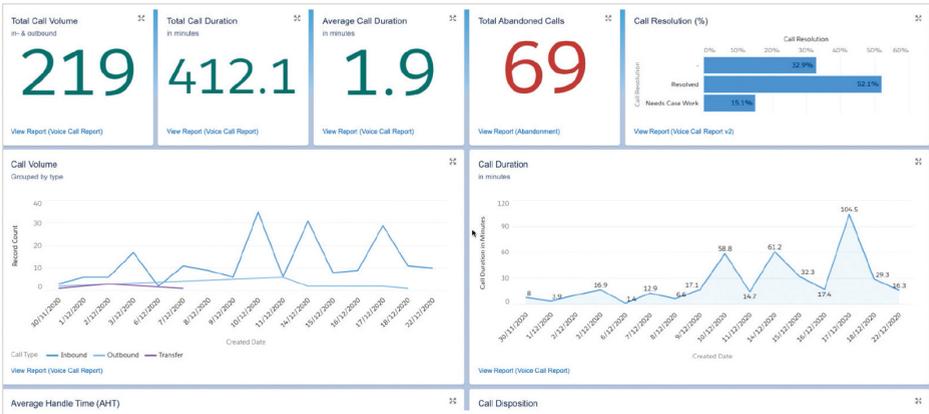
- **Future proof with proven scalability**

Grow or shrink your contact centre on-demand with the same technology Amazon uses worldwide for millions of customers and peak volumes.

Meet the needs of your evolving workforce



Combining the strength of Salesforce with the most innovative telephony offering from Amazon Connect, all tailored to suit your unique needs with DXC’s consultative and innovative approach to implementation — you can transform your contact centre for the future with Service Cloud Voice.



Example of a Supervisor’s dashboard

Why DXC?

With the combined expertise from two of our dedicated practices, specialising in Salesforce and Amazon Connect, DXC is best placed to transform your integrated contact centre.

Our agile approach and deep industry knowledge — including application, infrastructure and security — will ensure you transform your employee and customer experience quickly and deliver real value to your business.



About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at **DXC.com**.

Learn more at
dxc.com/au/scv

To get started with Service Cloud Voice and transform your contact centre, contact us today.

email: sp_info@dxc.com

Get the insights that matter.

dxc.com/optin

