



The perfect blend of Automation, AI and Human Interaction

DXC Intelligent Contact Center



Traditional contact centers can become monoliths — expensive, difficult to configure and hard to integrate. In today's dynamic marketplace you need to deliver a more responsive, omnichannel customer experience if you don't want to be left behind.

Bring your contact center into digital age

DXC Intelligent Contact Center solution from DXC Technology is based on Cisco's Webex platform, a cloud-based contact center service that makes it easy for any business to deliver better customer service at lower cost.

Webex Cloud Contact Center solution can not only transform your customer's experience through rapid deployment of automatic speech recognition and translation, dynamic text to speech, Natural Language Processing (NLP), Machine Learning (ML) chatbots, etc., but also enhances your agent/supervisor experience which in turn drives better business outcome.

When expertly integrated with your CRM, ERP, service management and other key systems, Webex contact center can personalize every conversation in real time — enabling you to update customer information and requirements during each engagement.

With DXC's solution, improve customer engagement, dramatically increase efficiency, lower costs and deliver better business results.

Hybrid contact center with digital-first design in action

Leverage Cisco Webex capability to offer multiple options for your PSTN connectivity including SIP capabilities. Best-in-class Built-in Integration capabilities: Webex Cloud Calling, MS Teams, CRM. Alongside DXC's end-to-end, digital-first Contact Center Experience.

Built-in and not bolted-on services

Be it call recording, data analytics and insights, call/chat transcripts, or features like dialers, WFM, or AI/ML capabilities, all the need ingredients come built-in to run a fully functional modern contact center.

WHY DXC?

- Ability to leverage extensive partnership with network market leaders to collaborate and co-develop next generation solutions and deliver at scale.
- +2500 network professionals located near our customers and in leveraged delivery centers globally, with expertise in managing next generation network solutions.
- DXC's ability to provide full end-to-end service.
- Proven industrialized transformation approach with DXC's Modernization Director.
- Consulting expertise to provide deep analysis using DXC's best practices.
- DXC-exclusive intellectual property, experience and tools coupled with continuous innovation.
- DXC is a Cisco Gold Partner, having a deep experience and skills in leading end-to-end digital transformation for its clients by modernizing and integrating their mainstream IT.

DXC Intelligent Contact Center

Capabilities

- **Omnichannel platform**
Cloud-based Webex Contact Center is enhanced with blueprints for compliance, automation, analytics and integration.
- **Proactive digital communications**
Rely on consistent and personalized communications that connect with customers proactively.
- **Global delivery**
Depend on secure and flexible work-from-anywhere delivery with local domain experts and multilingual support.
- **Strategy and design**
Leverage our design thinking experts, cross-industry IP and end-to-end contact center outsourcing solutions for a differentiated customer experience.

Technical improvements

DXC Intelligent Contact Center powered by Webex is a modern environment with an architectural model that is scalable and provides a range of benefits, such as:

Improved user experience

- Improve first-contact resolution with exceptional, differentiated customer experiences
 - An all-in-one suite, with built-in recording, analytics, WFM, security, AI and machine learning capabilities
 - Accelerate the shift to digital channels while increasing self-service adoption
 - Reduce risk and cost of compliance with security and privacy
 - Scalable, reliable, hybrid personalize the customer experience with real-time data from your core systems
 - Enable effective self-service via medium of choice
 - No compromise between performance and security
- ### Internet and cloud first strategy
- Eliminate legacy voice solution and migrate users to Cisco Webex Voice
 - Agile network operations with a simplified architecture

KEY RESULTS

DXC Intelligent Contact Center

20-30%

infrastructure & HW savings
licenses & SW savings

30-40%

operational efficiency

2-4x

faster deployment

20-30%

staffing reduction

About DXC

DXC Technology (NYSE: DXC) is a leading enterprise technology and innovation partner delivering software, services, and solutions to global enterprises and public sector organizations — helping them harness AI to drive outcomes at a time of exponential change with speed. With deep expertise in Managed Infrastructure Services, Application Modernization, and Industry-Specific Software Solutions, DXC modernizes, secures, and operates some of the world's most complex technology estates. Learn more on dxc.com.

Contact Us

Talk to a DXC expert to learn more.

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