DXC Contact Center Experience

The perfect blend of automation, AI and human interaction

Improve customer engagement, dramatically increase efficiency, lower costs and deliver better business results.

Grow revenue and profitability while reducing risk and costs

Enterprises continue to struggle with capacity, customer channels and insights. The pace of business transformation and decision making has accelerated. Customer experience is now the key battleground for growth as enterprises seek to drive more value from customer interactions — more than just providing basic contact center services.

The ability to scale quickly is a major obstacle to organizations in all sectors. Most struggle with staggering amounts of data, which are creating big capacity challenges. Out of necessity, decision making must be accelerated. For mission-critical operations to continue, many organizations need a trusted partner to handle other areas of the business. DXC Technology can help.

End-to-end contact center outsourcing solutions

DXC Contact Center Experience provides a suite of end-to-end contact center outsourcing solutions that promote growth, increase profitability and efficiency, and deliver data-driven customer engagement that helps organizations offer a differentiated experience.

We combine our insurance, banking and cross-industry IP with a digital-first, customer-centered approach. As part of DXC business process outsourcing (BPO) services, we provide next-generation contact center capabilities that create intuitive customer interactions by blending automation and artificial intelligence (AI) with human interaction.

DXC's contact center solutions provide flexibility and scale with a hybrid human-and-machine global workforce. Accelerate your return on investment by using our industry blueprints that improve automation, compliance and customer satisfaction. Powered by our value-driven data backbone, collect meaningful customer insights. Your customers will enjoy an intelligently orchestrated journey that is predictable and secure.

Key benefits

- Improve first-contact resolution with exceptional, differentiated customer experiences

- Accelerate the shift to digital channels while increasing self-service adoption

- Reduce risk and cost of compliance with security and privacy

"The experience that DXC offers to our customers is impressive, and the feedback from our customer is that moving to us was the best decision made. DXC and their amazing team are a part of that success."

— Director of a large American motor club federation

Contact Center digital-first design in action

When a U.S. identity security company faced increasing costs and capacity constraints that were affecting customer service and inhibiting growth, DXC stepped in to help. After examining the company's systems, DXC designed an end-to-end, digital-first Contact Center Experience.

The solution delivered:

- 20% increase in self-service adoption
- $2.8 million reduction in annual expenses
- 80% improved agent requirement forecast accuracy month-on-month
- 27% improvement in average time required to handle customer calls

Contact Center modernization in action

An iconic DXC customer for more than 35 years in the auto industry needed to modernize its legacy business-to-business contact center. The business also required improved customer satisfaction while supporting business growth.

After careful study, DXC recommended our global Contact Center Experience model for scaling to support business growth. DXC also recommended automation and knowledge management tools to enable agents to deliver exceptional service each and every time. The customer's existing infrastructure was upgraded and modernized with DXC's contact center platform based on Amazon Connect.

This successful deployment resulted in:

- 8% reduction in service costs
- 91% customer satisfaction score (CSAT) while supporting multiple business growth cycles over the last decade

Why DXC?

Businesses partner with DXC to transform all aspects of their customer engagement. While we focus on business outcomes first, DXC builds custom solutions that lower costs and increase efficiency. By seamlessly weaving together technology, people and processes, DXC delivers exceptional customer experiences.

Learn more at dxc.com/contact-center

Capabilities

Omnichannel platform. Deploy cloud-based Amazon Connect 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.

250+ million
customer interactions supported every year

99%
of customer service agents enabled for remote "work from anywhere"

28
languages supported

Get the insights that matter.
dxc.com/optin

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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 to drive new levels of performance, competitiveness, and customer experience across their IT estates. Learn more about how we deliver excellence for our customers and colleagues at **DXC.com**.