



Enhance customer experience

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Quicker support

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Improve bottom-line

Deliver a faster and intelligent customer experience with our **Omnichannel Contact Center Solution.**



# Omnichannel Contact Center Solution

Our contact center delivers unparalleled customer experience driven by intelligent business process management, skilled professionals, and customizable omnichannel services. Our solutions are highly customizable and can work seamlessly with all client systems without any critical changes.



Tailor interactions with actionable insights from multiple channels



Reduce wait times & resolve queries quickly with 24\*7 operations



Save cost with self-care communication, flexible pricing, global delivery model and easy ramp up/down

We support clients across multiple geographies and industries with state-of-the-art infrastructure across global locations including in the Philippines.



## Business Value



### Enhanced customer experience:

Actionable insights from data gathered across multiple channels to tailor customer experience.



### Risk mitigation

Experience with highly regulated business processes and environments. Best-in-class security protocols to prevent threats from information leakage and application security vulnerabilities.



### Quicker support

Omnichannel 24\*7 operations with advanced call distribution to reduce customers' wait times and resolve queries quickly.



### Improved bottom-line

Multiple self care options, hassle free integration, skilled professionals, flexible pricing, global delivery model and the ability to ramp up/down.



# Key Features



## Omnichannel contact center

- One-stop contact center solution
- Voice: inbound and outbound
- Digital channels: web, email & social media
- Unified customer interactions across Voice & Digital channels
- Omnichannel management: real-time and historical reporting, workforce management



## Global service delivery

- From India, Philippines & the U.S.
- Dedicated customer contact Center of Excellence in Alabang, Philippines
- Six Sigma, Lean company-wide initiatives for process improvement
- 24\*7 certified locations with redundancy
- Global security standard infrastructure



## Customized engagement

- Flexible pricing model:
  - FTE
  - Hourly/ minutes
  - Performance based
- Can operate as captive site
- Service level agreements for customized solutions
- Scalable workforce management



## Reduced risk of exposure of private data or other security gaps

- Information security: ISO/IEC27001:2013
- Quality: ISO 9001:2015
- Business continuity plan: ISO 22301:2012
- Payment processing: PCI DSS V3.2.1: SSAE 18 (SOC 1) & SOC 2 TYPE II
- Generic operating environmental controls: GOE Controls
- Mortgage servicing: Regulation AB
- Compliance: HIPAA

# Our Contact Center Expertise

## Client Services

- Retail banking, bankcards/ credit cards - inbound calls:
  - Balance & funds transfer
  - Card replacement
  - Block cards
  - Lost & stolen
- Demand deposit account:
  - Checking & savings account
  - Debit cards
  - Online account
  - Bill pay
  - Mobile deposits

## Self-care Channels

- Email support:
  - Consumer contact center
  - Business account
  - Maintenance & centralized request management
  - Legal operations & branch support
  - Mortgage LO and processor communication
- Social media:
  - Monitoring of social media interactions

## Collections

- Early stage general collections:
  - Inbound & outbound
  - Bankcards/ installment/ mortgage
  - TCPA: Manual dialing outbound
  - Mobile phone consent & general collections
  - Skip tracing

## Dispute Resolution

- Inbound calls for dispute intake & resolution
- Back-office
- Processing
- Credit & debit card dispute processing
- PIN/ signature disputes
- Card fraud & non-fraud disputes

## Business to Business

- Lender placed insurance tracking - outbound calls
- Property tax research - outbound calls

# Case Study

35% savings and enhanced customer satisfaction for a centralized commercial banking support center

[Read Case Study](#)

29% improvement in first call resolution to minimize false placement of lender placed insurance

[Read Case Study](#)

Helping a leading U.S. lender focus on social media risks & compliance.

[Read Case Study](#)

Quick go-live in 20 days to support business operations for a new customer in the pandemic environment

[Read Case Study](#)

Ramping up from 0-200 FTE in 3 weeks for a short term WFA contact center project

[Read Case Study](#)



# About Coforge Business Process Solutions (Coforge BPS)

Coforge BPS offers digital platforms and solutions to multiple industries, including the financial services industry. Coforge BPS customers include 5 of the Top 25 U.S. Banks, Top 10 Lenders, Top 10 Insurance intermediaries and Fortune 500 Companies.

Coforge BPS offers services as well as platform-based solutions like Copasys for enterprise wide automated QC and compliance, LoanAccel for pre-underwriting loan origination support, RETS for real estate tax services, SmartProp for property owner search reports and SmartTrak for reporting property taxes.

We help organizations deliver:

## Transformation

- using 12 digital platform solutions & 600+ business processes

## Effective business outcomes

- supported by Digital Platforms, Intelligent Automation, RegTech, Data & Analytics, & Omnichannel Customer Service.

## Flawless execution

- with a 100% commitment to SLAs and over 99% transaction accuracy.

## Scalability

- with 21,000 professionals with 7,000+ dedicated to business process solutions supporting 0.5B transactions annually across 5 global centers

## Sustainable Business Growth

- delivered with over two decades of industry

## Strong compliance

- with 100% adherence to regulatory and business requirements.

Our optimal blend of people, process, and digital solutions across the business value chain has helped drive tangible outcomes for our clients, their customers and partners.



Banking



Cards



Mortgage Lending



Title, Tax & Settlement



Insurance



Enterprise Wide Services



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