

Deloitte. Digital

Deloitte Digital elevates the contact center

Introducing the human experience of the future, available today.

Combining the power of Salesforce and flexibility of Amazon Connect, Deloitte Digital delivers the AI-powered contact center you've always imagined—and it's ready today. Our service offering combines the power of Amazon Connect, with the flexibility of Salesforce's customer service software. Deloitte Digital brings together it's industry, operations and technology strengths and puts the human experience at the center of every interaction, so businesses can resolve customer issues accurately, quickly, and profitably.

This offering from Deloitte Digital connects a distributed network of agents and equips them with technologies that deliver amazing customer experiences and engagement. We integrate Amazon Connect's cross-channel service delivery modules including natural language processing, conversational AI, and voice-to-text recognition

capabilities with Salesforce Service Cloud through Salesforce's Service Cloud Voice product. Deloitte Digital delivers purpose-built contact center interactions across all customer-facing businesses including those in government, health care, and financial services.

THE ANSWER IS IN THE CLOUD

Start with an ecosystem combining Salesforce Service Cloud and Amazon Connect. Architected from the ground up around open programming languages like JavaScript and Python—which improves agility and opens the door to innovation from millions of developers—the result is a cloud-based integrated contact center solution that is remarkably fast to implement, inherently scalable and flexible, with the capability to add, or throttle back, capacity as needed.



Contact Center and Human-Centered
Design Expertise

Deloitte.



The right technology: Service Cloud Voice



ServiceCloud



Amazon Connect



The contact center
of the future

THE FUTURE IS NOW

The customer demand for fully functioning contact centers has never been greater. And the response thus far has been underwhelming. Long hold times. Fractured delivery of services. Screens that won't load. Computers that freeze. Disjointed systems. The outcome is a disgruntled workforce and dissatisfied customers.

Deloitte Digital knows there is a better way. We've spent years integrating state-of-the-art Amazon and Salesforce solutions to bring

this offering to clients. Our service offering deploys a holistic solution that responds to urgent business needs, scales to spikes in demand, and connects agents and consumers in an omni-channel, AI-enabled, personalized, and responsive ecosystem. It also enables clients to be more agile for making changes that respond to customer feedback and provides a rich ecosystem of integrated services that reduces the need to stitch many different systems together which too often is the case today with legacy on-premise solutions.

CHALLENGE

A disconnected customer experience across CRM, Telephony and Digital channels

The need to rapidly reconfigure contact center workforce and operations

Limited ability to synthesize voice interactions and AI for enabling next-generation CX

AMBITION

Seamless omni-channel experience through a unified contact center

Flexibility and agility in scaling up or down to any size to meet fluctuating demand

Integrated contact center platforms with AI/ML capabilities for sentiment analysis, conversational AI, chatbots and next best actions

The following represent some of the benefits to be gained through this offering:



Omni-channel for open communications

Put the customer first. Omni channel integration solves customer problems across all channels: voice, chat, web, email, SMS and self-service bots.



Context is king

Get answers faster. Integrated channels provide real-time, channel-agnostic customer interactions so customers can start in one channel and be passed to a different channel accompanied by the full context of the current interaction. And that means less repetition, lower frustration, and faster time to resolution.



Smarter interactions equal lower cost

Automate or direct call types and transactions based on what the customer wants to do. Authentication and intelligent routing can direct high volume, low-value calls to AI-enabled natural language interactions while enabling live agents to focus on providing personalized high value service.



Focus on outcomes

It's not the agent; it's the answer. AI solution sets provide self-help, chatbot, and remote support tools. Sentiment analysis software ensures agents can provide "high touch" service as needed.



Turn agents into superheroes

Automated screen pop software ensures agents are supported through every customer interaction with case history, interaction service data, order history, and "Next Best Action" guides for quick, successful resolutions.



Deploy anywhere. Access everywhere.

Web-connected devices enable agents to work from anywhere they have an internet connection, eliminating the expense of physical contact centers.



Lower fixed costs

Pay only for usage with lower upfront capital costs, and reduce the total cost of ownership. Cloud-based services eliminate paying for servers, routers, and storage capacity you don't need.



Managed telephony

Solutions can be delivered quickly when the telephony is already built in and managed to a high quality of service removing the need to procure new lines and worry about balancing call volumes across carriers



Integrated platform

Run multiple contact centers on a virtualized platform, supported by unified metrics/analytics and a common service delivery model.



Scalability / Availability

Leverage cloud capabilities to scale up and throttle back services based on demand. Run with confidence. Cloud-based service providers guarantee 99.99% uptime thanks to geographically dispersed, redundant data centers.

Contact centers at the service of business. Your business.

When you are ready to elevate your contact center, Deloitte Digital is ready to deploy an entire ecosystem of partners, advanced technology offerings, and a team of industry specialists.

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