

Has Your CX Caught The 3 Deadly Cs?

Spot The Signs And
Empower All Your
Employees To Achieve
CX Excellence –
From Contact Center
Agents To Back
Office Processors

Guide



COMPLEXITY

93% of contact center agents use multiple applications within a single call reducing performance and productivity.

Each year the information we need to run our businesses grows exponentially – **70% of organizations produce up to 500GB of monthly information!**

93% of contact center agents use multiple applications within a single call. This level of complexity reduces agent performance and productivity—and things are no easier in the back office. The Capgemini 2015 World Retail Banking Report revealed that **the majority (60%) of customer dissatisfaction emanates from back office process issues.**

Knowledge Management Report, Fifth Quadrant, 2013

The US Contact Center Decision-Makers' Guide 2014, ContactBabel, 2014

www.capgemini.com/news/weaker-customer-relationships-and-competitive-threats-from-non-banks-challenge-retail-bankers

Is complexity crippling your CX?

- How long do your new hires take to be competent?
- Are errors common?
- What is your First Call Resolution rate?
- Is multi-channel increasing call complexity and in turn Call Handle times?

Find
Out How

There is an easier way

Empower your employees with moment of need guidance, give them the knowledge they need to confidently resolve any question—even the hardest ones. And easily cross-train your staff so that they can be moved from one section to another to meet unexpected demands during peak business activity.



COMPLIANCE

Companies use about **\$95 billion a year** to keep in line with government regulation – and \$160 billion to follow their own rules!

The pressure for businesses to comply increases as the cost and reputational damage of errors grows. Deloitte estimates that companies spend about \$95 billion a year to keep in line with government regulation –and \$160 billion to follow their own rules! Even with the best processes, businesses struggle with the human element –ensuring employees know and comply with the latest regulations every time they engage with customers.

Is compliance crushing your CX?

- Has legislation or policies changed recently in your industry?
- What is the cost of a compliance error?
- Are you confident that all your processes comply with regulations?
- Are you confident that all of your direct and outsource staff are aware of and following the most recent policies and processes?

Find
Out How

There is an easier way

Empower your content owners by giving them a non-technical content authoring platform which enables subject matter experts to instantly update processes using 'search and replace' functionality. Your employees are then guided to comply with the latest process or policy requirements on every task or call –without the added time and cost of retraining. And you also have a clear trail of content updates for audit reporting requirements.



CHANGE

“The **best contact center agents used to become walking libraries of knowledge**, mastering both domain knowledge about the products and services they supported and knowledge of the tools and processes used in their jobs.”

Analyst Forrester

But the speed of change in business applications, processes and products makes this level of mastery impossible today –both in the contact center and back office. **Employees are struggling to keep track of rapid changes, creating employee dissatisfaction –which results in poor CX and high absenteeism and attrition rates.**

Is change challenging your CX?



New
Rules!

- Do you have to make several rounds of changes to capture and update all documents, collateral and processes to reflect changes?
- Are you confident that all employees are aware of new procedures –and using the right material?
- Can employees from other departments or outsourced staff easily find information about changes when they need it?

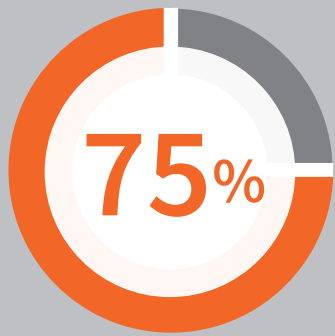
Find
Out How

There is an easier way

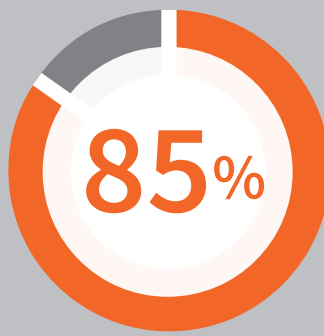
Empower your business leaders to make changes without fear of compromising accuracy. Change alerts guide your employees to be aware of the most up-to-date information. And powerful context-specific search provides them with any additional information they may need to extend their knowledge quickly during a call, or while working on a claim, application or any task.

Manage Competency, Compliance and Change

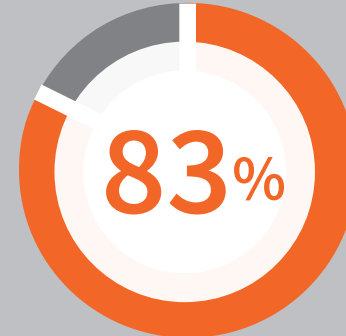
Our customers leverage Panviva to deliver context-aware information and directions to their employees, exactly when it's needed –guiding them to achieve:



75%
reduction in
escalations



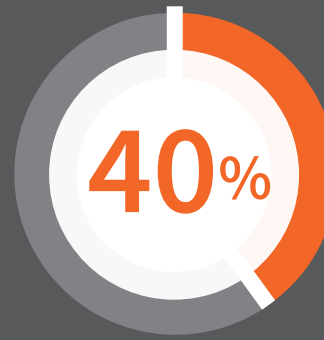
85%
decrease in
error rates



83%
of compliance
errors avoided



60%
lower new
hire training
time



40%
less failures
after new
hire training



26%
decrease in
agent attrition



Watch how Panviva can help your employees outperform your competition.

Panviva is a cloud knowledge management system used by organizations to access critical information and improve employee efficiency, contributing to increased revenue and productivity. Panviva combines a proven methodology with its cloud-based software ensuring employees are delivered the information they need, the moment they need it, to solve real business processes. For more information, visit www.panviva.com



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