



6 steps to simplifying service



Stop struggling, start simplifying

Providing high-quality customer service is no easy task. Without the right strategy and tools, service can feel like a struggle for everyone involved - from agents to customers to IT administrators. **But what if it could all be simpler?**

Delivering simple service is anything but simple

New channels are constantly emerging. Customer expectations are always increasing. The need to be better, faster, and simpler is a challenge facing every telecom business. Add that to unprecedented volumes of customer inquiries and increased pressure to drive down costs - it's no wonder so many service leaders are struggling.

We get it. And while there's no overnight fix, there are solutions that can help. Big time.

We can help

Here at Pega, we're dedicated to helping enterprises like yours crush business complexity. That's why our customer service solutions don't just help you provide service that results in more satisfied customers - we also want to make providing service simpler for your staff, while saving you money.

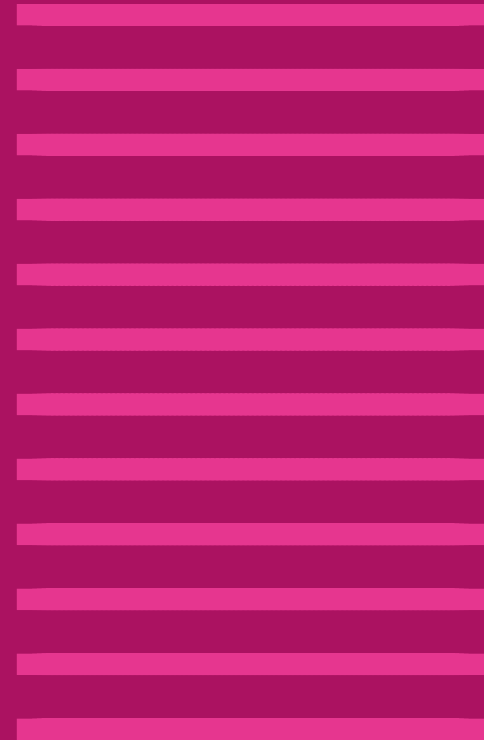
You help solve your customers' pressing challenges everyday - let us help solve some of yours, so you can focus on the people, not the problems.

"Pega's work with a large Swiss telecom client allows agents to find all relevant customer information on the first Pega screen. It takes no clicks and only five seconds to understand their customers. Consequently, the client reduced average handling time by more than 30 seconds and the customer gets quicker, better service."

Ken Benner
Global Industry Market
Leader — Communications
Pegasystems

Let's face it, achieving frictionless service isn't easy. With an ever-increasing number of channels available and rapidly shifting expectations, service is often filled with complexity. A new generation of customer service technology can help your team reduce this complexity for your customers, agents, and administrators across all of your service touchpoints.

If you're looking for ways to simplify service experiences, start with these six steps.




TIP 1

Adopt a channel-less strategy

Simplifying service and achieving your omni-channel vision starts by taking a new approach. Many enterprises often fall into the trap of focusing on each individual channel they support – like deciding to invest in a new standalone mobile application or chatbot. From there, they build all of the logic and decisioning into each app or bot, hard coding it into the channel. Each time a new channel comes along, or you need to make a change, you end up needing to address the code in each separate channel. This ultimately leads to more complexity across your business.

And that's where the channel-less strategy comes in. Unlike channel-first approaches, a channel-less approach allows your business to **build from the center out**, focusing on the customer journey centrally – rather than each individual channel. By centralizing around customer outcomes, you can build logic once and then activate it in each channel you support to create a consistent experience across every interaction. This means that regardless of the channel your customer uses, they receive the same quality service.



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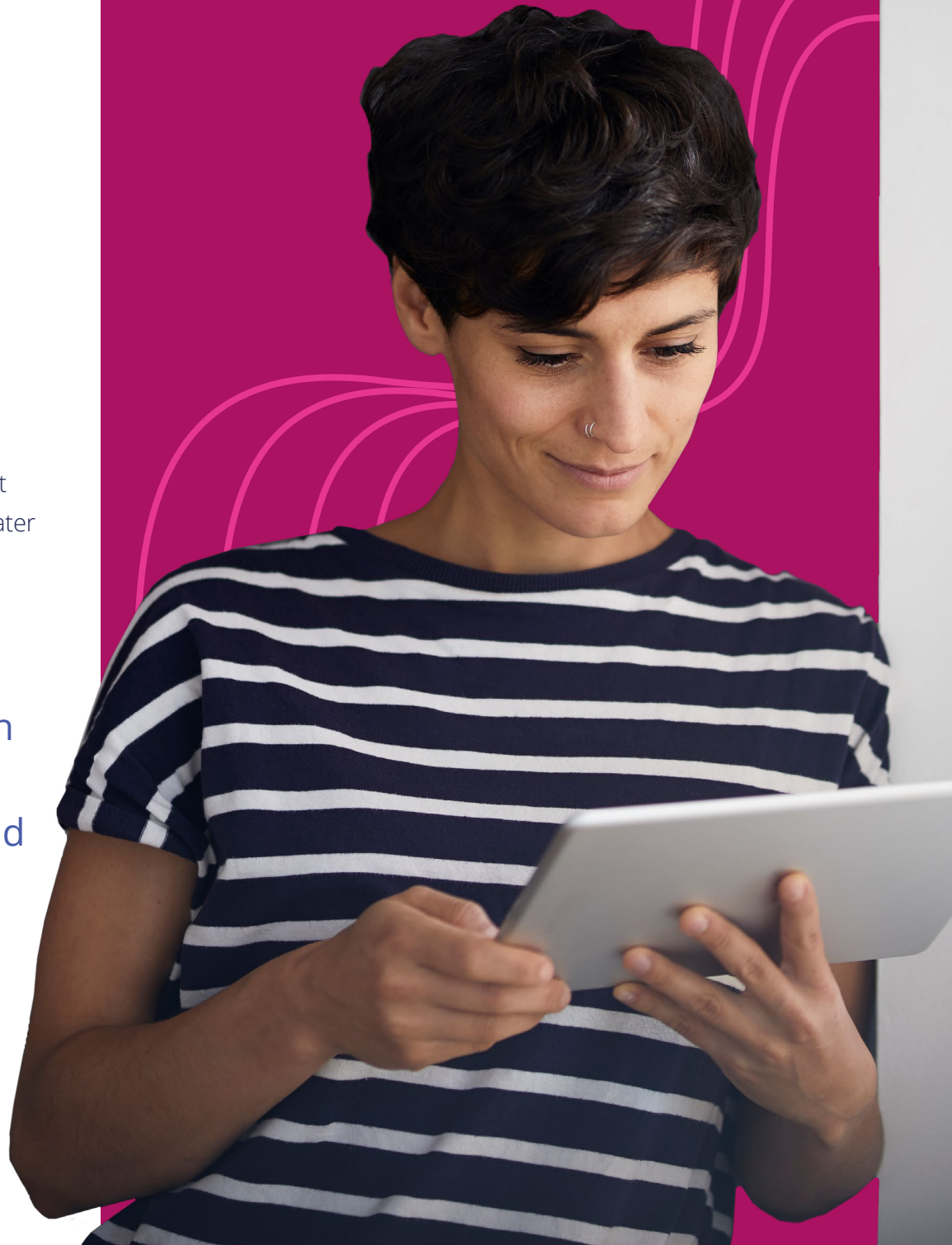
TIP 2

Stop automating the workflow and start automating the work

Repetitive, labor-intensive tasks slowing your team down? Intelligent automation is a great way to remove complexity and introduce greater efficiency into your customer service operations.

Multi-dimensional case management can help you orchestrate the work from the moment an inquiry is initiated through to resolution – defining each step and stage of the relevant customer journey and carrying the full context of the customer’s need along the way.

Paired with attended and unattended robotic process automation, you can then deploy bots to do some of the necessary, but tedious work. Your agents can say goodbye to the days of routing work from one department to the next – and your customers can get their issues resolved faster.



TIP 3

Contextualize self-service for greater containment

Rising demands and surges in contact volumes can put a heavy burden on your customer service team. To contain and deflect more inquiries, resolve issues faster, and reduce overall costs, employ contextual self-service – ensuring simpler service experiences for your customers and agents alike.

Traditional self-service strategies often rely on product-first approaches, which often fail to contain and resolve in the moment of need.

Contextual self-service, on the other hand, optimizes all your channels to focus on each unique customer journey. When taking this approach, you're able to meet your customers wherever they are, with the same high-level of service. So, whether reaching out through a mobile app, intelligent virtual assistant, interactive voice response (IVR) system, or a personalized web portal, your customers can initiate, access, and even resolve cases **without a live agent**. And with the help of AI, self-service channels can use historical and real-time data as well as recent events to better understand why a customer may be seeking service in the first place. This reduces your agents' queues and can free them up to direct their time and energy toward the inquiries that only an agent can support.



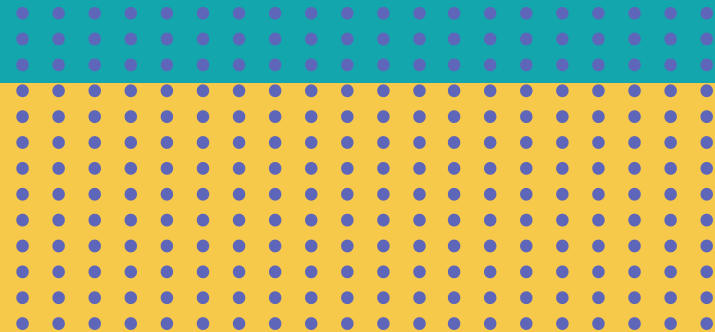
TIP 4

Stop the endless alt-tab cycle

One of the greatest frustrations for service reps is having to toggle between multiple screens and applications to access the right information. By unifying your customer service applications into a single agent desktop, agents can access the information they need to provide top-quality customer service. With a consolidated view that pulls from legacy systems, channels, interaction data, and even service history, your agents can quickly understand each customer's full context, and gain insight into the current interaction.

Better yet, if you're providing service across multiple digital channels, a streamlined desktop can help agents simultaneously manage multiple conversations all from a single pane. Now an agent can be answering an inquiry on Facebook Messenger, and seamlessly switch to replying to a tweet, then quickly resolve a complaint via SMS – without ever needing to switch applications.

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TIP 5

Move from a system of information to a system of insight

You can't solve service complexity with yet another system of information – one where your agents are forced to go searching through a virtual rolodex of data to find the information they need to serve customers. It's too time consuming, and there's the chance of missing critical pieces of insight. A singular system of insight can help simplify experiences and **eliminate potential blind spots.**

AI, decisioning, and case management allows agents to gain access to real-time recommendations and relevant insights in the moments that matter. AI that can automatically understand the intent and connect the dots across interactions can guide service reps to carry out the right conversations and better understand each customer's specific needs.



TIP 6

Resolve before they ring



The future of customer service lies in anticipating your customer's needs, sometimes even before they realize a need exists. Implementing proactive and preemptive service takes the burden of responsibility off your customers' shoulders and reduces the overall propensity to call. Proactive and preemptive service relies on using AI, pattern detection, and event triggers to sense moments of need as they arise or even before they occur.

For example, before a customer realizes that their bank account balance is low, proactive service enables your organization to bring the matter to the customer's attention and even provide an offer, such as overdraft protection. This creates a positive impression for your customers – giving them the sense that you are looking out for them. And with effective containment techniques and automation in place, proactive and preemptive service might even be able to solve the problem without human touch.

Chances are that you've likely been looking for ways to simplify the service you provide for some years now, but the appropriate approach may have felt out of reach. Now, with a new generation of customer service technology powered by AI, automation, and a Center-out™ architecture, you can make service experiences simpler for your customers, agents, and IT teams. These six steps represent some of the key ways that you can tackle complexity, from implementation through to the delivery of exceptional service.

**Ready to simplify your service? Pega is here to help.
Find out more at [pega.com](https://www.pega.com).**



About Pegasystems

Pega delivers innovative software that crushes business complexity. From increasing customer lifetime value to streamlining service to boosting efficiency, we help the world's leading brands solve problems fast and transform for tomorrow. Pega clients make better decisions and get work done with real-time AI and intelligent automation. And, since 1983, we've built our scalable architecture and low-code platform to stay ahead of rapid change. Our solutions save people time, so our clients' employees and customers can get back to what matters most.