kyndryl

Digital Workplace

Contact Center as a Service

Highlights:

– Re-defines your contact center operations with cognitive, multichannel approach designed to enrich customer experiences

– Helps reduce overall cost and complexity of contact center operations

– A two-to-four week implementation timeframe helps you achieve faster time to market

– Expert migration and consulting services from Kyndryl help streamline your adoption of cloud-like scalability, performance, and security

Customer challenges:

Many enterprises today have an aging customer support platform or an on-premises solution which lacks the scalability and agility to meet changing dynamic conditions and demands of the business. Existing support models and costs may cause concern as they negatively impact agent and end-customer experiences. Issues include:

– Channels and databases which operate in silos and challenges in digital adoption

– Use of a CapEx model instead of a more flexible OpEx or as-a-service model

– Customer experience platforms which need to be consolidated, for example, a voice-centric contact center platform and a digital-centric channel platform which should be combined

– A lack of personalized customer support and real-time context guidance for agents

Solution highlights:

The Contact Center as a Service (CCaaS) solution from Kyndryl aims to re-define your contact center operations as a positive agent and end-customer experience. It is designed to be a state-of-the-art omnichannel solution that helps you deliver enriching customer experiences through seamless user journeys and humanized cognitive support. The solution includes value-added services including:

– Strategic consulting
– Migration and implementation
– Business process workflow orchestration
– Enterprise applications integration
– Cognitive delivery
– Digital experience management
– Skilled resources

Customer benefits:

The Kyndryl Digital Workplace CCaaS solution helps you implement a hyper-personalized, adaptive, and resilient workplace for your organization. This can enable you to provide a seamless experience to your workforce which may be in multiple locations and on any device. This solution can be utilized not only to transform an enterprise's customer facing business critical support desks, but also to transform your internal employee support desks. Empower your frontline agents to provide better, faster service.

CCaaS provides you with migration and consulting services so that you can adopt the advantages of cloud-like scalability, performance, and security without the burden of having to manage any of it. This solution helps you deliver:

– A cognitive, multichannel contact center designed to provide engaging customer experiences
– Reduced overall cost and complexity of contact center operations
– Faster time to market, enabling implementation in two to four weeks

The value of a cloud-enabled Contact Center as a Service from Kyndryl

CCaaS is designed so that organizations can build a workplace of the future which embraces the new ways of working in a modern digital cloud-based environment. This forward-looking workplace can help empower employees, nurture collaboration, and create a culture of transparency and openness to deliver a seamless experience. Our goal is to deliver exceptional experiences to accelerate your employee and customer experience transformations through Kyndryl expertise.

At Kyndryl, we are vendor-agnostic and have alliances with key software providers such as AWS, Five9, Microsoft®, and others to provide solutions to address our customers' unique needs. Kyndryl value-added integrations for CCaaS are built to help provide optimal ROI, deliver lower total cost of ownership (TCO), and enable quick deployment of new features, functions, and channels.

Kyndryl Digital Workplace migrated and modernized our contact center services from a traditional support solution to a cloud-based CCaaS solution. Supporting more than 200 CCaaS customers today, Kyndryl has the experience and ability to consult, migrate, implement, manage and continuously modernize a contact center service, with a laser focus on improving the agent and end-customer experience.

The benefits of Contact Center as a Service solution

The CCaaS solution from Kyndryl Digital Workplace provides a personalized, unified agent interface. This feature helps agents to deliver a customized and better-informed service. Additional features and benefits include:

- High availability and scalability through a redundant and fault tolerant infrastructure which can scale as needed
- Global coverage that connects customers and agents across the globe and is compliant with regional regulations
- Omni-channel visual interactive voice response which provides smart routing to optimal voice resolution resources regardless of engagement through chat, phone, or mobile app
- Integrations-friendly with out-of-the-box integrations with both customer relation management (CRM) and IT service management (ITSM) platforms through REST API

Optimized and skilled resources from Kyndryl offer you cost-effective global means to help optimize costs and business profitability. Kyndryl uses key workforce management tools to achieve this.

Value-added services of the Kyndryl CCaaS solution

The Kyndryl implementation team is composed of a core group of experienced, knowledgeable contact center professionals. Each team member has a specific skillset that contributes to the successful deployment of the contact center solution. CCaaS solution value-added services include:


Strategic consulting through Kyndryl Consult is your access point to technology professional services that, through extensive global reach, helps to advise, design, migrate, build, implement, modernize, automate, and digitize complex IT environments.

Digital experience management (DEM) is an analytics-driven managed service designed to deliver a superior user experience and drive priority-focused business outcomes by identifying and understanding user issues and impacts, including those that go unreported.

Workflow orchestration is an end-to end workflow orchestration solution for task-based service requests, including but not limited to joiners, movers, leavers, asset requests, and other common service requests. The service's modular, technology-neutral framework lets you start small and then scale automations based on business needs.
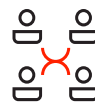
Cognitive services based on Kyndryl Intelligent Virtual Agents (IVAs) leverage advanced speech technologies such as natural language processing (NLP) from leading hyperscalers to deliver conversational self-service. With NLP, customers calling into your contact center can speak naturally to tell the IVA what they're trying to accomplish, or their intent.

Why Kyndryl?

Kyndryl has deep expertise in designing, running, and managing the most modern, efficient, and reliable technology infrastructure that the world depends on every day. We are deeply committed to advancing the critical infrastructure that powers human progress. We're building on our foundation of excellence by creating systems in new ways: bringing in the right partners, investing in our business, and working side-by-side with our customers to unlock potential.

For more information

Learn more about how **Contact Center as a Service (CCaaS)** from Kyndryl can help your organization. Visit us at **kyndryl.com**

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