

# Migrate your contact center to the cloud to elevate employee and customer experiences



**Contact Center as a Service (CCaaS) is a multichannel employee and customer engagement solution from Kyndryl Digital Workplace Services**

Modernize operations and empower your contact center agents to deliver exceptional customer experiences for improved customer loyalty



**96%**

lower average ticket resolution time was seen by a financial firm using AI to automate service desk interactions<sup>1</sup>

**85%**

of executives agreed that improved employee experience translates into better customer experience and higher revenues<sup>2</sup>

**70%**

of employees say there is room for improvement at work with their digital tools and technology experience<sup>3</sup>

**Enhance with value-added services**

Augment your cloud contact center instance with experience journey consulting, cognitive services, workflow orchestration, and enterprise digital experience management.

**Cloud-first approach**

Migrate to a highly scalable, agile, security-rich solution. Kyndryl partners with leading contact center platform providers to help you attain faster cloud adoption.

**Measure key performance**

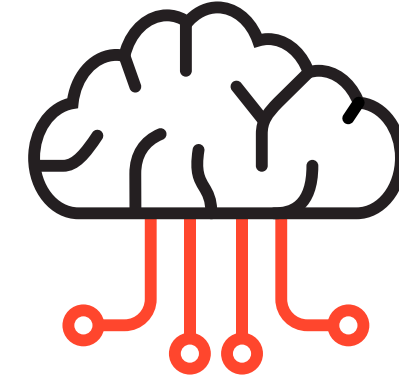
Kyndryl provides customers with the ability to measure the success of our relationship in real-time based on key performance metrics.

## “Know-me” unified agent interface



Enable agents to understand the customer's IT experience to deliver personalized service

## Analytics, automation, and cognitive solutions



Integrated insights across multiple channels help agents deliver exceptional customer service

## Move beyond SLAs to XLAs



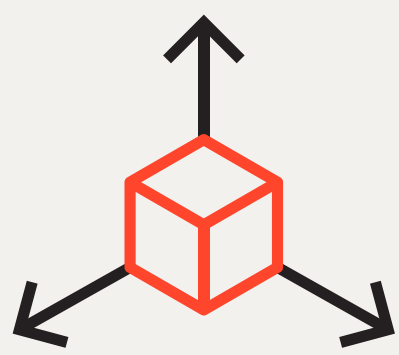
Measure real-time performance for experience level agreements (XLAs) based on what's key to your users

## Strong global partnership ecosystem



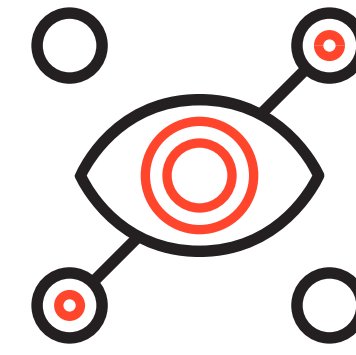
Kyndryl works as one team with companies, such as AWS, Microsoft®, and Five9 to seamlessly rollout your solution

## Build a more efficient contact center



Help reduce your contact center costs and complexity with agile, scalable, security-rich solutions and support

## Omni-channel visual IVR



Smart routing to optimal resource with visual Interactive Voice Response (IVR) regardless of chat, phone, or mobile engagement



**Kyndryl is uniquely qualified** with deep expertise to meet you where you are in your cloud journey. We help you migrate to cloud rapidly to transform your contact center

**Simple-to-use self-service tools** across multiple channels support quick adoption and can help you lower total cost of ownership and optimize ROI

**Global live agent chat** coverage connects agents and customers around the world in compliance with local regulations



<sup>1</sup> CIO, "Enabling the distributed workforce", Kyndryl eBook Digital Workplace, February 2022

<sup>2</sup> IDC: Employee Experience and Customer Experience - What is the Connection? September 17, 2021

<sup>3</sup> Qualtrics and ServiceNow: Feedback-driven technology experiences for a new era of work, November 2022

Learn more at the **Kyndryl Contact Center as a Service** webpage or contact your Kyndryl representative.

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