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**cisco**™

*High performance. Delivered.*

**Accenture & Cisco Business Group**  
Customer Contact Solutions for Faster, Smarter Service

• Consulting • Technology • Outsourcing

# How Do You Win and Retain Customers Efficiently?

As "exceeding" customer expectations continues to be the goal, successful global organizations are using rapidly evolving technologies—such as VoIP-enabled converged networks and global outsourcing—to drive costs down, agility up and create a compelling, differentiated customer service experience.

Accenture Cisco Customer Contact Transformation Solutions can help you:

- Design contact center solutions for your unique environment.
- Fully implement customer contact solutions into your business processes.
- Optimize agent effectiveness.
- Create a customer-centric culture.
- Deliver on-premises, managed services or fully hosted solutions.
- Create a single, logical contact center that provides consistent service to customers.

- Provide analytics and methods to improve performance.
- Source, select and train agents.
- Identify critical value propositions to drive contact center outsourcing.

## Furthering Business Agility Through Network-Enabled Business Process Solutions

IT leaders are faced with taking costs out, and bringing projects with near-term payback in. At the same time, IT is under pressure to deliver top-line value and positively impact the bottom line.

In our work with hundreds of global clients across an array of industries, we've discovered that high-performance organizations make better use of technology innovations.

The Accenture & Cisco Business Group works as one team, a single point of contact to help clients chart a practical roadmap, with time to business value as the destination. From strategy, to architecture, to implementation and integration into your business processes, we can guide you to make technology really work for your business.



# Measurable Productivity and Savings

Our Customer Contact Transformation solutions can help you to:

- Improve customer service and satisfaction.
- Improve ability to resolve concerns on first call.
- Increase agent productivity.
- Accelerate revenues.
- Improve customer retention and acquisition.
- Reduce total cost per customer.
- Improve insight into contact center effectiveness
- Lower operating costs.

## Improving Agent Effectiveness

With our solutions, contact center specialists can use detailed customer analytics that provide valuable insights—such as customer intention and behavior analyses—and better manage the call.

Our solutions also include collaborative technologies—e-mail, instant messaging, expert locator, video—that help to quickly connect agents with knowledge experts so they can find answers fast and improve relationships with customers.

And by integrating inbound and outbound voice applications with Internet applications—such as real-time chat, Web collaboration and e-mail—a single agent can support multiple interactions simultaneously, regardless of which communications channel the customer has chosen.

Our Capabilities Include:

- Multi-channel automatic call distributor (ACD) functionality combined with IP telephony in a unified solution.
- Network-to-desktop computer telephony integration (CTI).
- Optimized queuing with intelligent routing.

- Improved caller treatment through a customer voice portal and greater control of inbound calls.
- Multi-channel self-service options for customers.
- Interactive voice and video technologies to support centralized video contact center agents.
- Toolkits to train agents.

## Discover More

Wherever you are in your journey, we can help you navigate the complex challenges you face today with network-enabled business process solutions.

## Contact Us:

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Working as one team, the Accenture & Cisco Business Group helps you use IT as a strategic asset to further increase business agility.



## About Accenture

Accenture is a global management consulting, technology services and outsourcing company. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. With more than 186,000 people serving clients in over 120 countries, the company generated net revenues of US\$23.39 billion for the fiscal year ended Aug. 31, 2008. Its home page is [www.accenture.com](http://www.accenture.com).

## About Cisco

Cisco is the worldwide leader in networking that transforms how people connect, communicate, and collaborate. Since 1984, the company has led in the innovation of IP-based networking technologies such as routing, switching, security, Cisco TelePresence™ systems, unified communications, video, and wireless. Cisco and its valued partners sell hardware, software, and services to businesses of all sizes, governments, service providers, and consumers. The company is committed to responsible and sustainable business practices. Learn more at [www.cisco.com](http://www.cisco.com).

## About The Accenture & Cisco Business Group

The Accenture & Cisco Business Group furthers business agility through network-enabled business process solutions. We help organizations use IT as a strategic asset to reduce costs, drive revenue and deliver superior customer service. Working as one team, The Accenture & Cisco Business Group blends Cisco® advanced and emerging technologies with Accenture's industry-specific understanding of how technology impacts people, applications and business processes. We assist clients in charting roadmaps to design, build and run network-enabled solutions that are effectively integrated into key business processes.

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