Amway: Modernizing Customer Care Makes Good Business Sense for Your Contact Center



Challenges

Years of business expansion resulted in disparate technologies, which led to:

- Inconsistent customer experience
- High maintenance costs
- Support challenges
- Integration and operational limitations
- Long resolution times

Solution

- Standardized, extensible, and flexible Cisco® Omnichannel contact center solution
- Open plug-and-play components
- Common platform to reduce maintenance costs
- Simplified global support for the entire collaboration solution

Learn how you can optimize your contact center and deliver personalized customer experiences.

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<u>Amway</u>

"We have substantially tightened our labor utilization, improved control of our service level targets, and reduced transfers with the new Cisco solution."

Rion Hollenbeck

Corporate Unified Communications Manager for Amway

Outcomes

\$500,000

\$75 \(\Q\)

\$50

\$50

Reduction in annual costs (North America)

Reduction in routing scripts

Reduction in required reports

Consistent user experience

Improved customer visibility and responsiveness