



Contact Center Solutions

Enhance Contact Center Productivity with Solutions Built for Your Business

Hitachi Solutions Contact Center products and services improve experiences for customers and agents with greater visibility to the data they need for more effective engagement and improved resolutions. Hitachi Solutions customers leverage our modern solutions, built on decades of contact center and technology expertise, to optimize customer and employee experiences that lead to an improved bottom line.

Organizations across multiple industries benefit from investing in their contact centers through:

- ✓ Increased agent productivity with AI-enabled tools
- ✓ Reduced operating costs through self-service capabilities for your customers
- ✓ Greater overall efficiency through process automation
- ✓ Stronger security through modern identity verification
- ✓ Improved customer satisfaction when issues are more often resolved on first contact

Let's take a look at some of our Contact Center solutions...

Hitachi Solutions Identity Verification

Identity Verification makes it quick and easy for contact center reps to verify customers, improve service, and save your organization money.

Identity Verification puts contact reps on a clear path, giving them the required questions and steps to ensure your calls are secure, private, and cost-effective.

- ✓ **Customer satisfaction:** The vast majority of customers consider a company's understanding of their individual needs as an essential part of excellent customer service. Caller identity verification enables contact centers to offer personalized service.
- ✓ **Fraud costs:** According to a study by The Nilson Report, global card fraud losses reached \$28.65 billion in 2019. Implementing robust caller identity verification can help contact centers minimize these losses.
- ✓ **Identity theft:** Javelin Strategy & Research reports that identity fraud losses reached \$56 billion in 2020. Contact centers can reduce their risk by using effective caller identity verification methods.

Identity Verification ← Back

Authorized Caller

Full Name Joe Marinelli ✓ -

Home Phone 5054280732 ✓ -

Address 2075 Corbello Road
Lake Charles, LA 70615
USA ✓ -

Member

Full Name Maria Kirk ✓ -

Birthday 11/22/1955 ✓ -

Member ID W8215-35264 ✓ -

SSN 8424 ✓ -

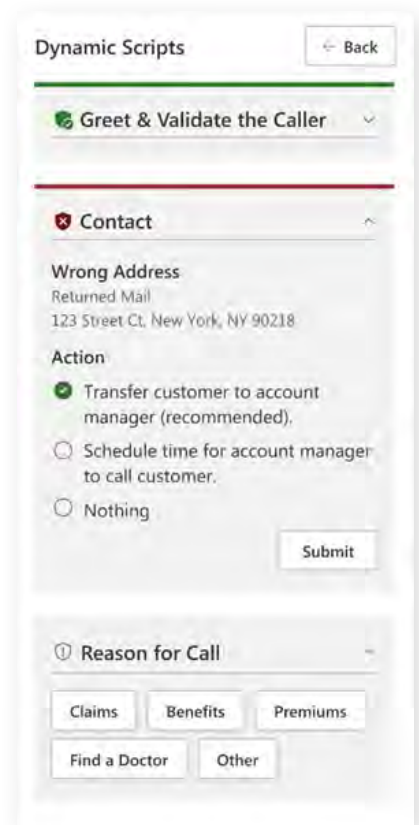
Pass **Abandon**

Hitachi Solutions Dynamics Scripts

Empower your agents with a click-through experience that automatically tailors scripts based on the caller and their verification results, guiding the agent through appropriate authorization processes, logging actions automatically, automating fraud alerts, and more.

Dynamic Scripts is an innovative solution designed to empower contact center representatives with flexible, real-time adaptable scripts that ensures efficiency on all call times with customers – leading to higher customer satisfaction. Dynamics Scripts provides:

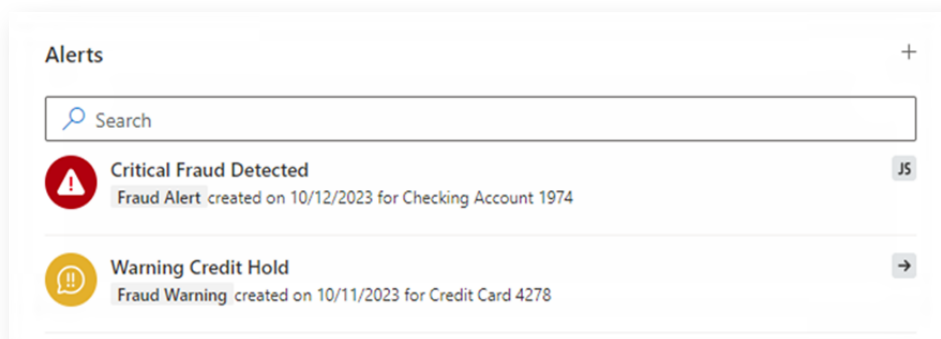
- ✓ **Proactive Issue Resolution:** Efficiently addresses member alerts such as returned mail, care gaps, or missing information, preventing potential issues and improving service quality.
- ✓ **Consistent Call Flow:** Maintain a uniform and predictable customer experience, boosting satisfaction and trust.
- ✓ **Personalized Interactions:** Tailor the call flow to specific members and dynamically adapt based on CSR inputs, ensuring a smooth, personalized interaction that enhances customer service.



Hitachi Solutions Alerts

Equip your agents with real-time critical alert tracking that seamlessly integrates with your core systems. This solution provides instant visibility of urgent alerts, guiding agents with built-in responses, automating fraud detection, and ensuring compliance. Customizable with JavaScript extensions, it streamlines operations and protects your organization from fraud.

- Reps immediately see important information when a call comes in.
- Calls are smooth and fast with easy-to-find critical information.
- Alerts also helps ensure that any regulatory or policy-related alerts are addressed promptly, avoiding penalties.
- They get immediate visibility of potential fraud or account security issues and can take swift action to protect customers.

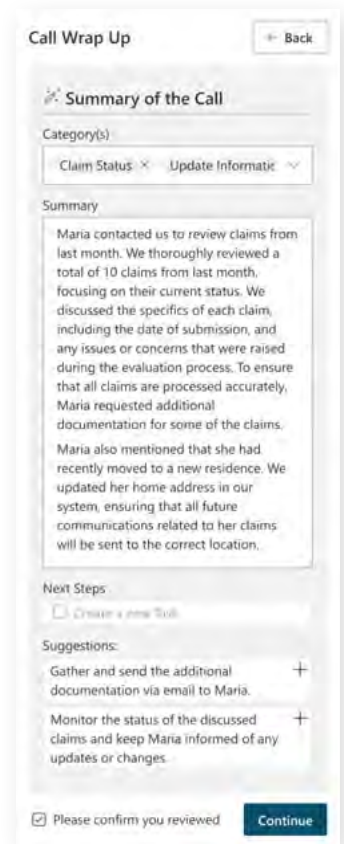


Hitachi Solutions Call Wrap Up

Hitachi Solutions Call Wrap-Up is an AI-powered tool designed to streamline the call wrapping process for contact center agents. By providing intelligent suggestions for call categories, summaries, and next steps, agents can swiftly complete required documentation before proceeding to their next call. This solution integrates seamlessly with Dynamics, offering a native call wrap-up workflow suitable for high-volume call environments across various industries. It can be customized to initiate call capture from any record and save notes against any other record in Dynamics.

Benefits:

- ✓ **Increased Efficiency:** Reduces the time agents spend on post-call documentation, allowing them to handle more calls.
- ✓ **Enhanced Accuracy:** AI-driven suggestions ensure consistent and precise documentation.
- ✓ **Seamless Integration:** Works natively within Dynamics, ensuring smooth adoption and minimal disruption.
- ✓ **Scalability:** Ideal for industries with high call volumes, supporting growth and adaptability.
- ✓ **Improved Agent Productivity:** Allows agents to focus more on customer interaction and less on administrative tasks.



The screenshot displays the 'Call Wrap Up' interface. At the top right is a 'Back' button. Below it is the 'Summary of the Call' section, which includes a 'Category(s)' dropdown menu with 'Claim Status' and 'Update Information' options. The 'Summary' text area contains a detailed description of a call with Maria, mentioning 10 claims reviewed, a move to a new residence, and a request for additional documentation. Below the summary is a 'Next Steps' section with a 'Create a new Task' button. The 'Suggestions' section lists two tasks: 'Gather and send the additional documentation via email to Maria.' and 'Monitor the status of the discussed claims and keep Maria informed of any updates or changes.' At the bottom, there is a checkbox for 'Please confirm you reviewed' and a 'Continue' button.



Maximize your service potential with Hitachi Solutions contact center solutions and take your customer service operations to the next level.