



Hitachi Solutions Call Wrap-Up

Optimize Your Call Center Operations with AI-Powered Efficiency

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 365, 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.

Features and Capabilities



Intelligent Call Categorization and Summaries

Our AI-driven solution analyzes call content and provides real-time suggestions for call categories and summaries. This ensures that agents can quickly and accurately document each call, reducing the time spent on post-call tasks.



Seamless Dynamics 365 Integration

Hitachi Solutions Call Wrap-Up works natively within Dynamics 365, ensuring smooth adoption and minimal disruption to existing processes. The solution can initiate call capture from any record and save notes against any other record in Dynamics, providing flexibility and ease of use.



Customizable Workflow

The solution can be tailored to fit the unique needs of your contact center. Customize the call wrap-up workflow to match your specific processes and requirements, ensuring that your agents can work efficiently and effectively.

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Summary of the Call

Category(s)

Claim Status ×
Update Informatic ▾

Summary

Maria contacted us to review claims from last month. We thoroughly reviewed a total of 10 claims from last month, focusing on their current status. We discussed the specifics of each claim, including the date of submission, and any issues or concerns that were raised during the evaluation process. To ensure that all claims are processed accurately, Maria requested additional documentation for some of the claims. Maria also mentioned that she had recently moved to a new residence. We updated her home address in our system, ensuring that all future communications related to her claims will be sent to the correct location.

Next Steps

Create a new Task

Suggestions:

Gather and send the additional documentation via email to Maria. +

Monitor the status of the discussed claims and keep Maria informed of any updates or changes. +

Please confirm you reviewed
 Continue



Enhanced Scalability

Designed for industries with high call volumes, Hitachi Solutions Call Wrap-Up supports growth and adaptability. Whether your call center is expanding or needs to handle seasonal spikes in call volume, our solution scales with your business.



Improved Agent Productivity

By automating routine documentation tasks, agents can focus more on customer interaction and less on administrative tasks. This leads to better customer service and higher agent satisfaction.



Business Outcomes

Implementing Hitachi Solutions Call Wrap-Up offers numerous benefits, including:

- ✓ **Increased Efficiency:** Reduces the time agents spend on post-call documentation, allowing them to handle more calls and improve service levels.
- ✓ **Enhanced Accuracy:** AI-driven suggestions ensure consistent and precise documentation, reducing errors and improving data quality.
- ✓ **Seamless Integration:** Works natively within Dynamics 365, ensuring a smooth integration process and minimal disruption to your operations.
- ✓ **Scalability:** Ideal for industries with high call volumes, supporting growth and adaptability to meet changing business needs.
- ✓ **Improved Agent Productivity:** Allows agents to focus more on customer interaction and less on administrative tasks, leading to better customer experiences and higher job satisfaction.

Discover how Hitachi Solutions Call Wrap-Up can transform your contact center operations. Contact us to learn more and schedule a demo.

[Talk to Our Experts Today](#)

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