



THE NEXT GENERATION OF CUSTOMER CARE SOLUTIONS

DIGITAL CONTACT CENTER



Building a better customer experience

Our agents have the training and cross-functional technology expertise to give customers a positive experience that strengthens relationships and builds loyalty.

By reinvigorating contact center operations, organizations of all types can curate mutually-beneficial customer experiences that align with business objectives and drastically improve operational efficiency in a market with inter-related complexities.



Seamless digital experience

Customers expect a great experience and full access to products and services through digital channels. Our digital-first contact center allows for smooth customer interaction, anytime, anywhere.



Improved cost of ownership

Controlling costs in today's market is difficult. Working with a trusted partner that offers outcome-based models allows you to focus on growing your business while we manage and create more efficient daily operations. On top of that, you benefit from our scale and consistent innovation, allowing you to reduce ongoing cost and always stay ahead of the curve.



Unmatched data security and operations

Business disruption and downtime have financial costs in terms of lost business, lost customers and reputational loss. Similarly, protecting information assets, intellectual property, employee information and customer data is critical. Security is our first priority. Our systems, processes, and staff undergo rigorous testing and training to ensure we keep your organization safe and compliant.



Increased staff productivity

More flexibility on where and when to work, backed by agent-empowering technologies like AI and machine learning improves agent productivity and reduces attrition.

Why FIS?

Extensive BPM services:



6,000 customers



30+ delivery centers



15,000 employees

Proof points:

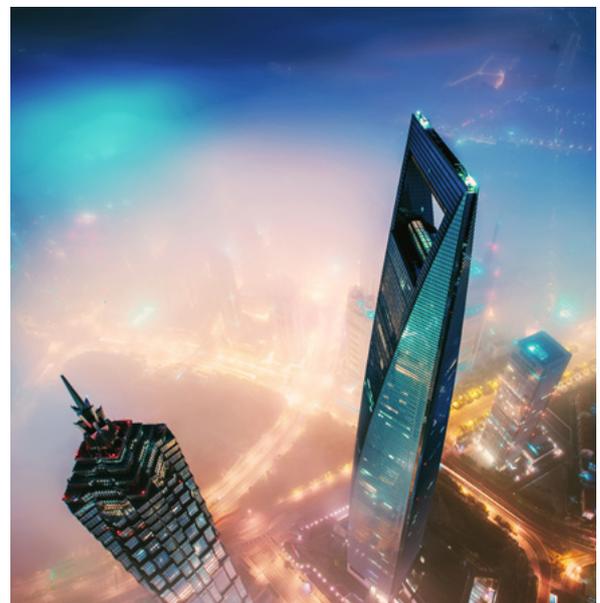
10-35% cost to serve reduction over time

Improved Net Promoter Score and Recommend-to-a-Friend scores

Exceptional customer service on key metrics like First Call Resolution, Average Handle Time and Abandon Rate

Digital-first agenda leveraging innovative technology

Cloud-based contact centers are 27% cheaper and experience 35% less downtime (on average) compared to fully on-prem (Talkdesk)



FIS® PROVIDES COMPREHENSIVE, PRIVATE-LABELED CONTACT CENTER SERVICES TO YOUR CUSTOMERS.

A resilient and scalable omnichannel contact center

Digital Contact Center (DCC) is a digital-first, omnichannel contact center service for banking and non-banking organizations. DCC provides voice and non-voice contact (chat, email and social media) services, with custom service

agreements and a range of partnership models to offer clients unmatched flexibility to craft an operational model that aligns with their unique business objectives.

FIS Digital Contact Center

Digital Contact Center represents the next generation of customer care across all industries and is a key enabler for omnichannel contact centers.

Voice and non-voice contact center services

Geographic decentralization

Cloud hosting

Reliable and highly scalable service delivery

Multiple partnership models available

Total or partial outsourcing

Dedicated or leveraged

Onshore, offshore or blended, with FIS or in-house



Cloud-enabled scalability

Eliminate infrastructure and support costs with subscription-based SaaS



Fraud protection

ANI validation with third-party software and second-level authentication based on risk



Courtesy call back

Allow customers to bypass the queue and choose convenient callbacks



Multi-lingual service

Leverage 20+ supported languages across multiple contact centers



Enhanced customer journeys

Improve responsiveness based on historical interactions to preempt customer needs



Omnichannel interaction

Utilize all interaction channels and data points to improve the customer journey



Voice biometrics

Secure voice analysis authentication reduces agent time with challenges



Chat and bots

Integrate with human chat or virtual assistants, chatbots and IVR bots on digital channels



Self-service first

Expanded self-service IVR results in quicker resolution and reduced agent interactions



Communications hub

Proactively engage customers with notifications and assistance at key moments on their journey



Conversational IVR

Allow customers to navigate by voice and interact naturally, eliminating confusing touch-tone menus



Advanced analytics

Respond to customers needs based on historical interactions and behaviors



Benefits

Whether your contact center is operated in-house, outsourced to a third party or is a hybrid of both, FIS Digital Contact Center will enhance the way you operate.

Improve metrics and customer experience with best-in-class tools

Rely on FIS staff with cross-functional domain expertise and in-depth understanding

Improve resilience with high-availability service

Expand scope and utilize back-office services

Leverage economies of scale; no upfront capex

Customize service agreements; create flexible partnership and delivery models

Employ high information security standards (compliance with ISO 27001/PCI DSS/SOC 2)



Contact us

To learn more about how FIS Digital Contact Center can help you gain new efficiencies, innovate faster and enhance your customer experience, call **800.822.6758** or email getinfo@fisglobal.com.

About FIS

FIS is a leading provider of technology solutions for merchants, banks and capital markets firms globally. Our more than 55,000 people are dedicated to advancing the way the world pays, banks and invests by applying our scale, deep expertise and data-driven insights. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS is a Fortune 500® company and is a member of Standard & Poor's 500® Index.

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