

Social Media Integration

Mobile customers & agents

Unified user experience

Rise of Cloud (SaaS)

Single source solution

89%

repurchase probability for a product with problems and an effective customer care center

5 contact center megatrends have brought you to a tipping point. What will you do?

50%

TCO reduction with single source solutions vs. multi-vendor solutions

Inbound

Outbound

Self Service

33% don't have a single view of the customer across all touch points

No.1 driver in determining a contact center's location strategy is availability of staff

Social Media

20% of contact centers currently leverage social media. 50% plan to within 24 months

Phone self service saves nearly 80% of transaction costs over a live agent

90% of customers prefer using Speech over Touchtone

75%

of customer service centers are expected to use some Software-as-a-Service application in their contact center solution by 2012

30%

the percentage of a call center's cost attributable to the absence of first call resolution

50-400%

increase in agent utilization when using predictive vs manual dialing

30%

are looking into hiring home based agents

Siemens Enterprise Communications offers the most flexible, scalable, and comprehensive contact center suite in the market: multi-channel inbound, outbound, self-service, and workforce optimization implemented on premise, in the cloud, or hybrid