



Enhance Your Customer Service With Asseco Customer Care App

Asseco Customer Care application enables you to improve bank's customer service and increase business efficiency, while at the same time it helps you reduce costs and regulatory risks. It provides automatization of bank's business processes related to resolving customer cases, capturing related information and supporting documentation, and tracking detailed progress. With Customer Care app in place, your management and staff will be more productive, and tasks will be completed faster.

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Timeliness & accuracy

Customer Care app provides a single, complete view of each customer's case (request, complaint, praise, application, etc.) as well as the case history.

The availability of all necessary information in one place supports you in making timely, accurate decisions in customer-business interactions and achieving compliance with the regulatory requirements.

Omnichannel support

Standardized API's enable capturing cases from different channels that your customers prefer and find most convenient for interaction.

No matter if the case is created at a bank's branch or across online channels (m-banking, e-banking, bank's website), customer cases are processed in the standard way using Customer Care app as defined by the bank.

Reporting

Never miss a regulatory deadline or suffer from penalties! Easy generation of reports from Customer Care app enables alignment with regulatory

Efficiency

Customer Care app helps you manage customers' cases more efficiently by improving staff productivity and reducing the time and cost of case resolution.

The application guides staff through the process that defines the manner of case processing and expected results, which ensures that consistent outcomes are delivered and that procedures are correctly followed. As a result, optimization of processes and workflows leads to increased customer satisfaction and efficiency.

Real-time communication

When banks can communicate effectively with customers in real time, customer satisfaction increases. Embedded notification service provides improved internal collaboration and communication with the client.

Learning from complaints, issues and requests

Customer cases can lead to improvement for your business but only if they are suitably handled. By analyzing cases and their root causes you can learn from them and make improvements to your products and services.

Would you like to be able to define the case resolution process by yourself and adjust it to your needs with minimum vendor involvement? Customer Care App offers this possibility thanks to the flexibility in defining processes in BPM.

In addition, Customer Care app, relying on Asseco Digital APIs, can meet the implementation requirements of your system. Whether you prefer to implement it as an independent application or integrate it with other digital banking applications, such as Digital Origination or Digital Edge by Asseco, both options are available.

Do you want to respond to your customers' requests with ease and speed while achieving compliance and increasing efficiency? Contact us now and learn how you can benefit from Asseco Customer Care App!

