

eccentex

Service Journey



Case Management and Workflow solution for **Genesys Cloud CX** powered by HyperAutomation Cloud

Connect, automate and modernize customer processes across banking, finance, insurance - from member onboarding to account services, credit, legal, fulfillment, operations and advocacy processes

Member 360 • Unified Agent Desktop • Automation • Integration



Dynamic Case Management



Service-centric CRM



Advanced Email Ticketing



Smart Knowledge Orchestration

The screenshot displays a user interface for a customer named Mr. Pat Thompson, a Gold Member. It includes a navigation menu, a search bar, and a main content area with sections for Customer Detail, Suggestions, Case History, Engagement Journey, and Account Management. The Case History section lists various complaints and tasks with their statuses. The Engagement Journey shows a timeline of customer service interactions. The Account Management section provides details on account balance, credit limit, and payment history.

Front-office Processes

- Onboarding
- Member Services
- Up-sell/Cross-sell
- Help Desk
- Ticketing
- Complaints

Back-office Processes

- Investigations
- Dispute Resolution
- Lending
- Compliance

Self-service Automation

- Portal Integrations
- Knowledge Base
- Conversational Bots

Migrating to Genesys Cloud CX?

Eccentex adding key capabilities to Genesys Cloud CX like Case Management, Task Routing (iWD / IPA like features), Member 360, Operational CRM and Advanced Email management features.

Need CX/Digital Transformation?

Eccentex unifies all your customer data, workflows and engagement teams onto a single fully integrated Case Management platform. All configured with low-code / no-code to meet your unique needs.

Benefits you'll receive:

- Improved NPS and FCR
- Increased agent productivity
- Deliver true omnichannel experiences
- Enable new BSFI products
- Reduce technology cost and risk



Web



LinkedIn



Demo



Sales



Marketing

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