

The future of customer service starts now!



VISION2020

Die Zukunft des Kundenservice
Leipzig 11.–12. Mai 2017





25+

Years of
experience

100M+

Contacts per
year

400+

Organisations
rely on Mtel

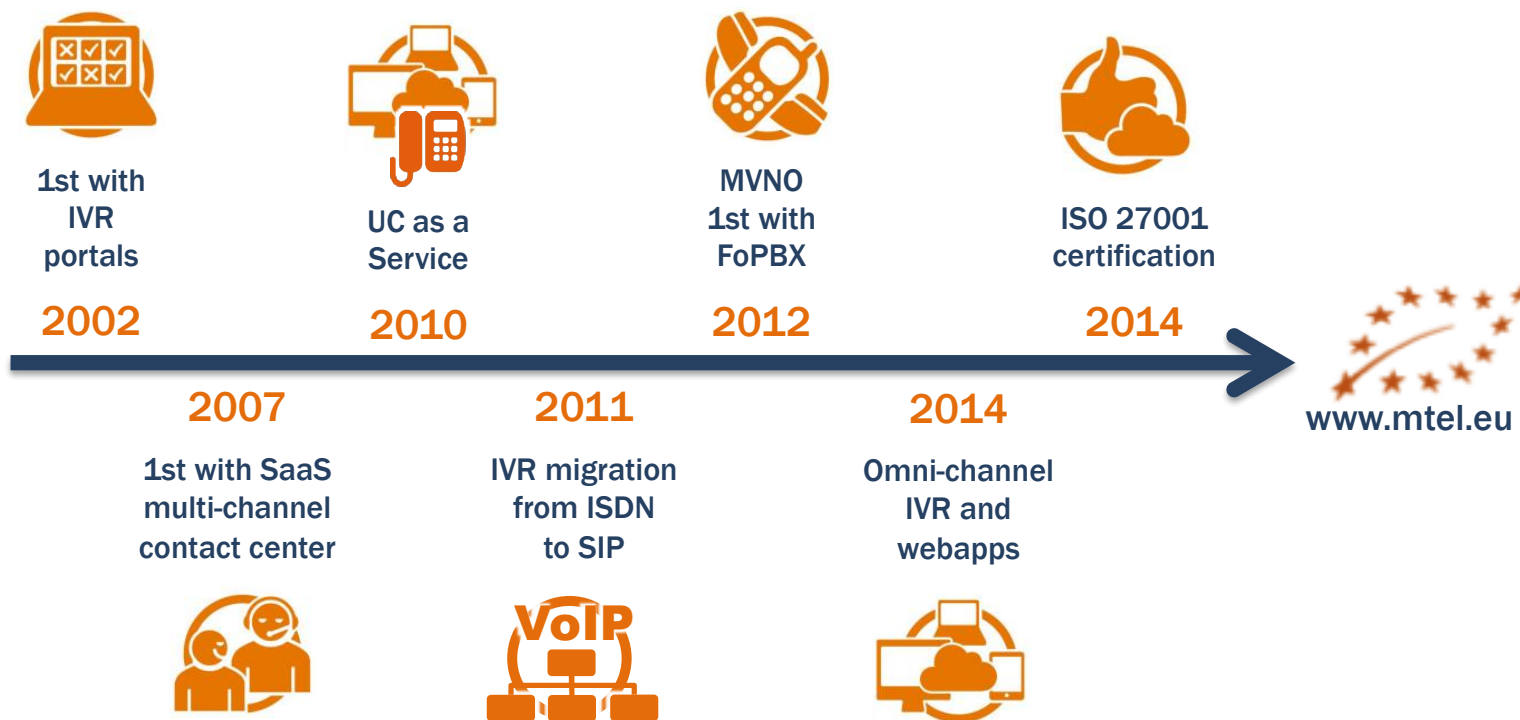
60+

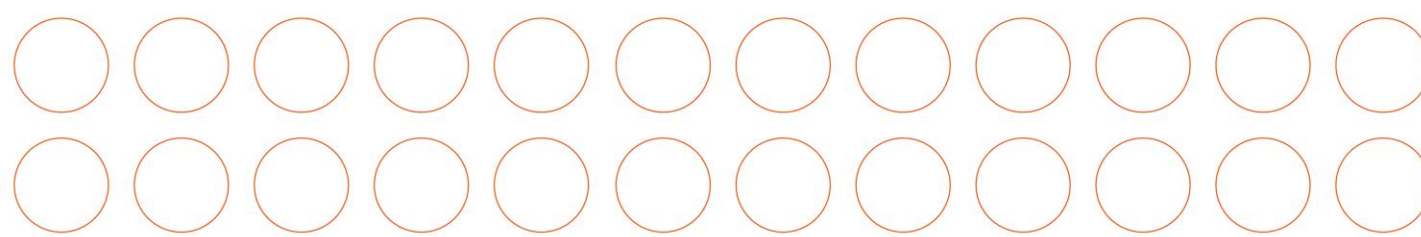
Specialists
24x7 at your
service

Rotterdam



More than 10 years experience with cloud





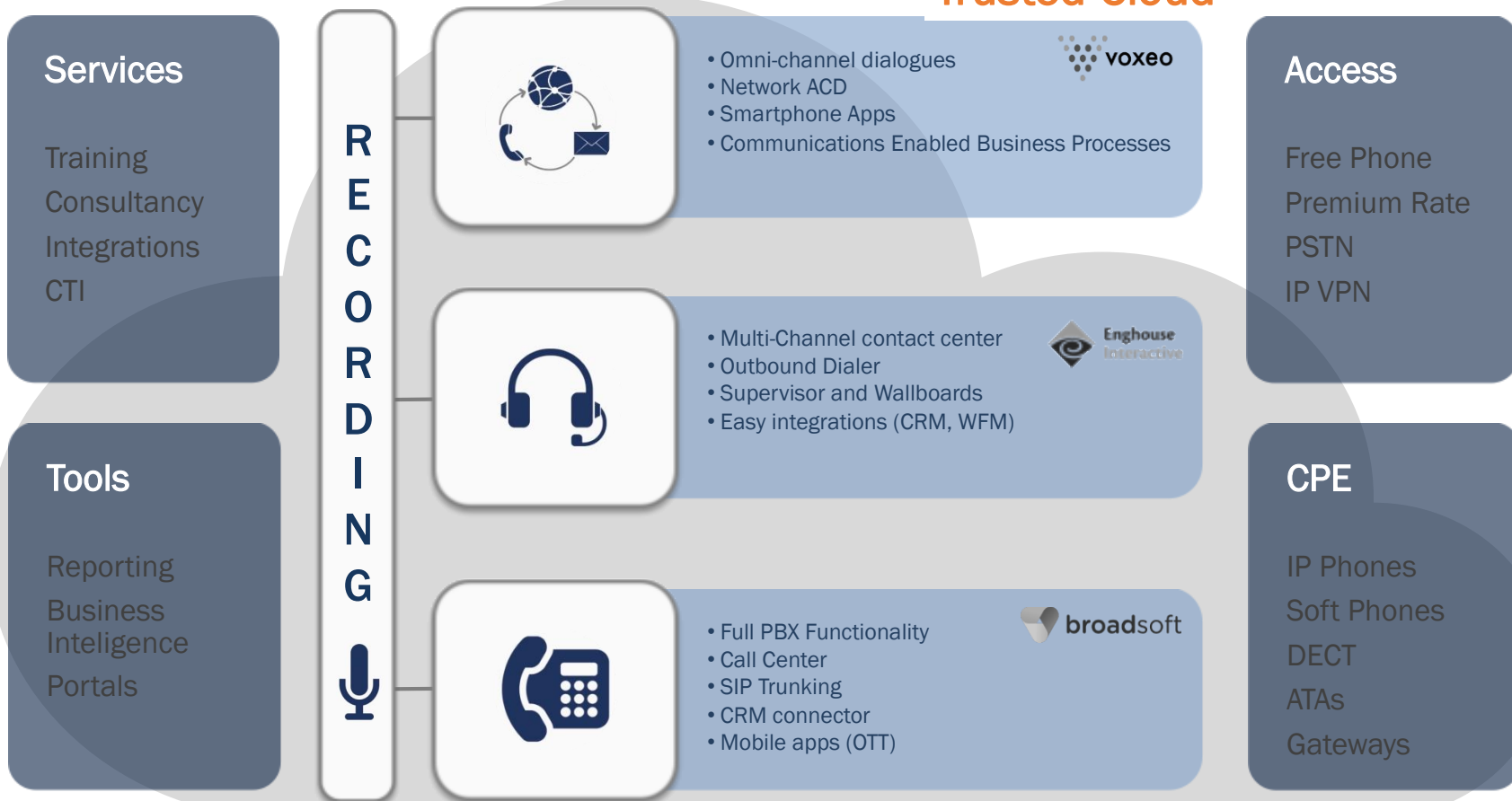
Best of Breed solutions

- Aspect Voxeo CXP (Omni-channel IVR)
- Enghouse CC:SP (Multi-channel contact center)
- Broadsoft (Unified Communications)
- OrecX (Call recording)





A one-stop-shop solution



Offered as a carrier grade cloud solution

Customers in all lines of business

 Real Estate


ROCHDALE


 **LAURENTIUS**
méér dan wonen

 Utilities

GREEN CHOICE

wml
Limburgs drinkwater

 Retail

 **MEDIQ**
APOTHEEK

HEMA

 Health Care

annatommie mc
voor orthopedie en beweging 

stmg stichting
thuiszorg
middelen-gelderland

 E-commerce

ebay

 **iBOOD**
INTERNET'S BEST ONLINE OFFER DAILY

 Finance

knab.

ING  **BANK**

 Government

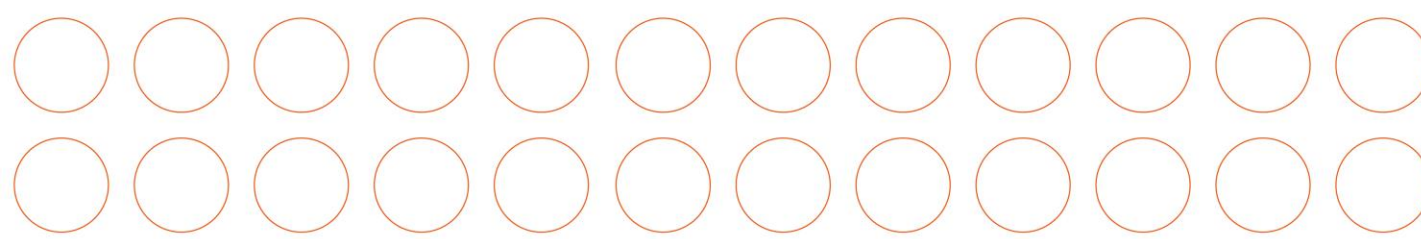
 **REGIONALE
BELASTING
GROEP**

 Belastingdienst

 Business Services

 **SRK**
RECHTSBIJSTAND

G4S



Increasing customer experience



<https://youtu.be/9Rg8otM31V0>

Long term vision on Customer Experience

A society where everyone is proactively served

No more questions

- Customers do not contact you for fun
- Questions arise from issues with your product or service and unclear communications
- Strive to reduce your inbound call volume from customers to zero

Proactive communications

- Detect issues or predict when issues will arise and provide the answer before the question pops-up
- Prevent that customers shop for answers with your competitor
- Drastically reduce costs: proactive costs 10% of reactive communications



Vision 2020: Cloud



Agility

- No hardware restrictions and no technical maintenance
- Easy deployment of new features



Scalability

- Adjustable to the number of incoming calls
- Easy add or remove functionality e.g. social channels



Security

- Data in the EU
- ISO27001 certified, General Data Protection Regulation compliant



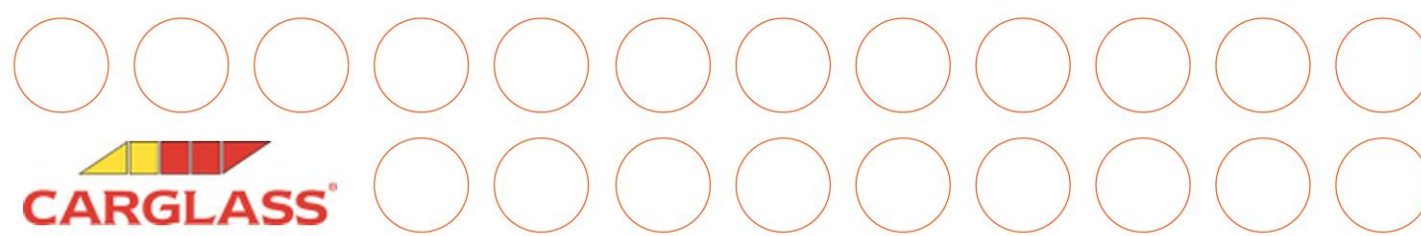
Future proof

- Always up-to-date with the latest CX functionality
- Easy to integrate



Pay per use

- From Capex to Opex
- Predictable costs



Carglass

Customer wishes

- Customer connected directly to right department / location
- Proactive reading aloud of appointment (based on recognition)
- Customer can change appointment him/herself

Solution

- Every call reviewed against the database in real time
- Customer routed based on status in process
- Appointment proactively read aloud to customer
- Customer can change appointment him/herself on mobile web page using smartphone

Result

- Distinction between sales and service calls
- Reduction in number of live conversations in connection with appointment





New customer

- There is damage to my car window

Repair

- Is my car repaired and ready ?

Billing

- Can you add this invoice to my business account?

Service

- There is condensation

...

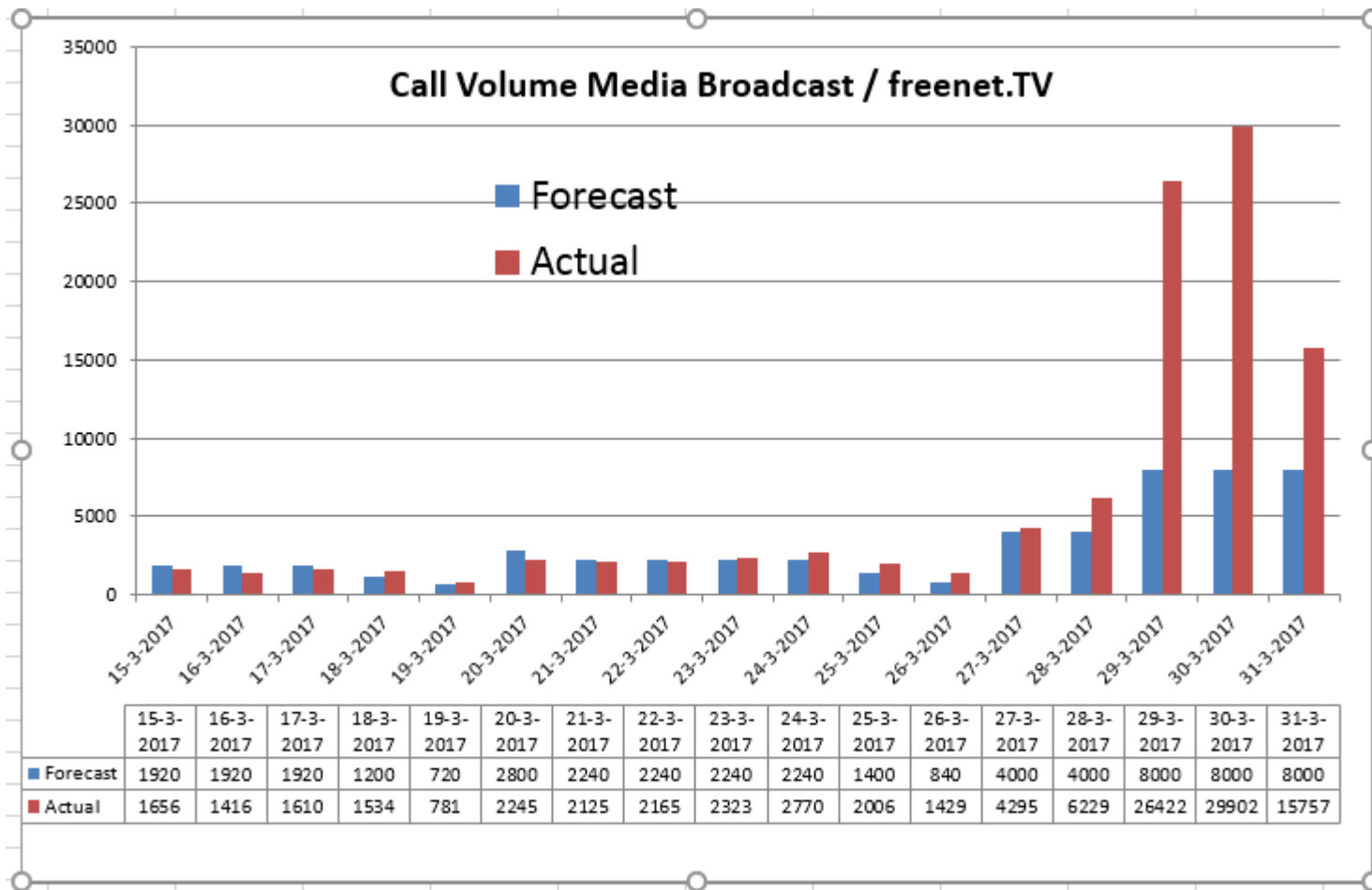
Planning

- I would like to reschedule my appointment

Proactive messages:

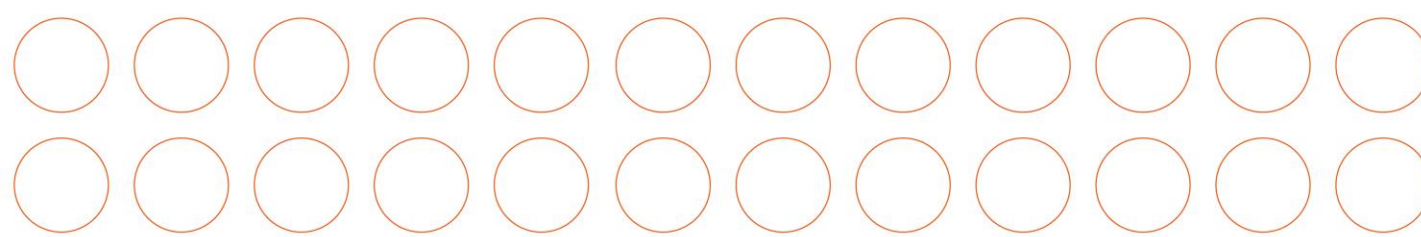
- “Your appointment is on ...press 1 to reschedule and we will send you a personal link”
- “Your car is repaired and ready to be picked up”
- “the invoice for your repairation has been sent to





Result

- Scalability to increase the number of agents from 20 to 120 agents at the peak hours



Strategic Cloud Partnership

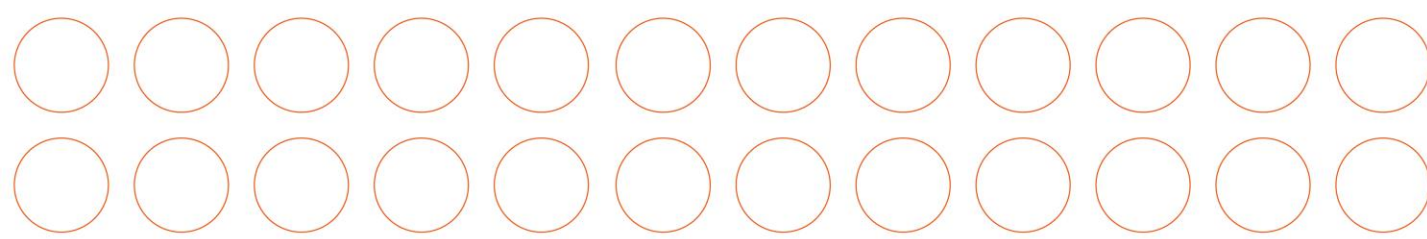
Mtel

- Is a carrier / telecom provider – offering: infrastructure services, service numbers, porting, data services and mobile services
- Operates a multi-service cloud platform and VoIP network
- Offers a one-stop-shop including contact centre, PBX, IVR and infrastructure

Partner opportunities

- Jump into the Cloud opportunity in the German market
- Utilize the strong relationships with your installed base
- Step-by-step change your existing – one off - business model to a recurring business model

Mtel understands your business and is ready to partner with you!



We look forward to working together!

