

Largest multinational banking upgrades their Service Cloud customer by setting up of a Merchant Help Desk

Industry

Banking

Products & Services

Oracle Service Cloud

Implementation Partner

CRMIT Solutions



The client is a financial services organization amongst the four largest financial institutions in Australia in terms of market capitalization and customers; They have around 12.7 Million customers and 42,000 people, and operate in more than 1,700 stores and business banking centers globally. They decided to integrate many of their business-critical systems in one place to empower their own customers as well as their contact center representatives—helping them to put actionable information at their fingertips and for the ultimate result.

CHALLENGES

- Unable to scale up the capacity due to inefficiency in current system
- Lacks detailed reporting and analytics
- Integration with several legacy systems – a constraint
- Single system to support all merchant services - Single point failure
- Unable to improve Agent Efficiency

SOLUTION

- Better Error handling by way of using Knowledge Management
- Integration with 3rd party systems for capturing merchant contact information and sending details of Merchant Orders for fulfilment
- Reports and Dashboards that aided further analysis on Merchant support
- Email workflows to send information to Suppliers on Orders

BENEFITS

- Replace old system with more reliable and cost effective product
- Automation of data with various legacy systems
- Increased productivity and agent effectiveness