

NOW YOU DON'T NEED BIG BUDGETS AND RESOURCES FOR THE BEST CUSTOMER SERVICE SOLUTION

> **Employees determine your customer experience (CX) success**

Yet, more than **62%** don't feel committed, resulting in:

- 2x more dissatisfied customers
- 4x more quality defects and errors
- 2x higher staff turnover

Source: AON Hewitt

> **They want to work smarter ... not harder**

"How and when customers communicate with brands is changing. No business can afford to stand still. PureCloud supports us in dealing with challenges faced in **remaining competitive** in this changing landscape."

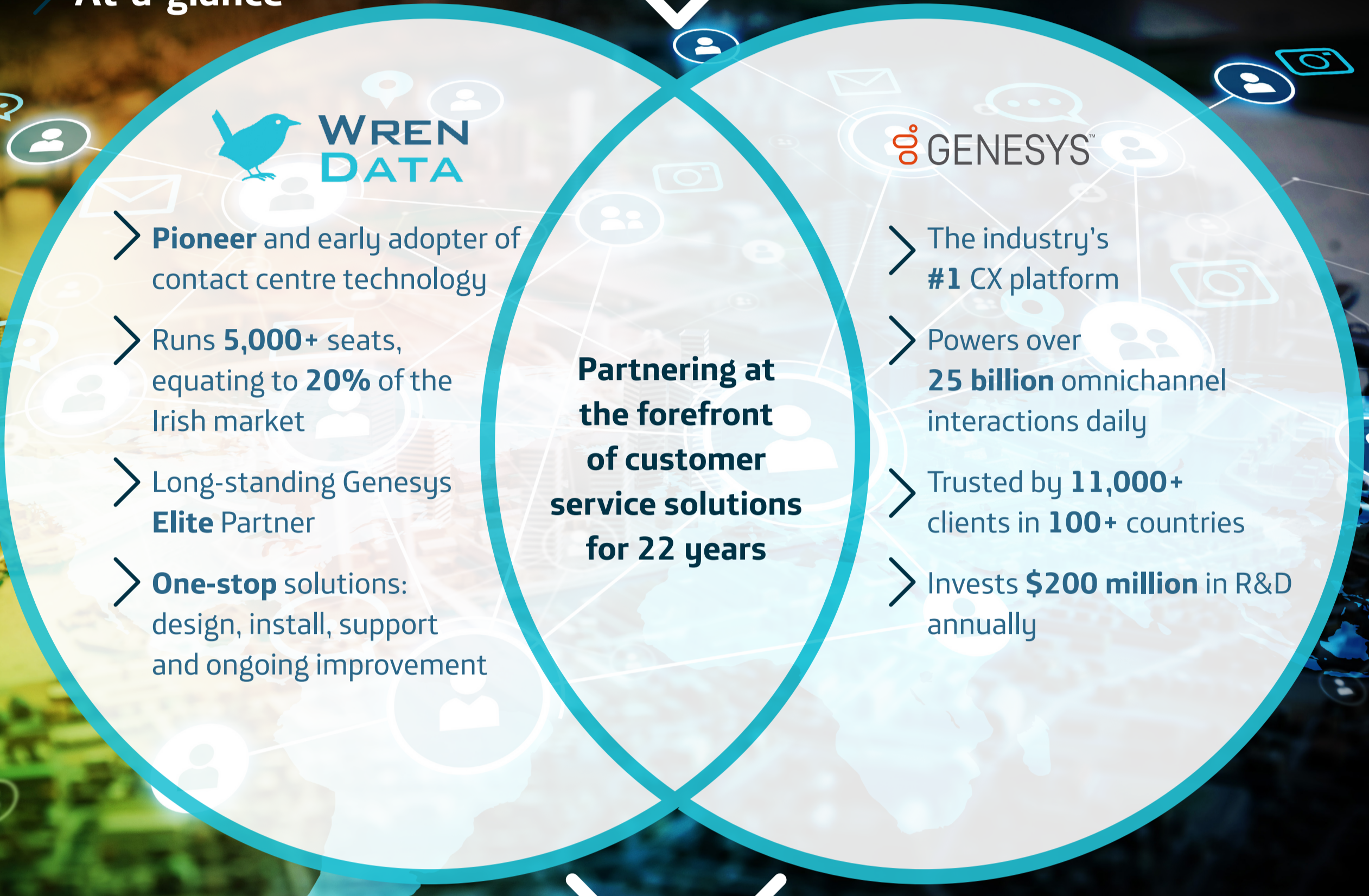
Ken Colley, MD, CallPageBoy

> **"Genesys and Wren Data enable us to communicate with 40,000 customers through multiple channels. Thanks to PureCloud we can offer a flexible, yet robust solution for staff working from home via a secure network."**

Joe Cleary, Sales and Marketing Director, Mr Binman

Empower them with Genesys PureCloud from Wren Data

> **At-a-glance**



All-in-one platform

> Specifically designed to help customers make budgets and resources go further, PureCloud provides **advanced routing, real-time reporting and analytics**, and a **single desktop** for managing voice, video, chat, mobile and social interactions



Analytics & reporting



Collaboration tools



Digital



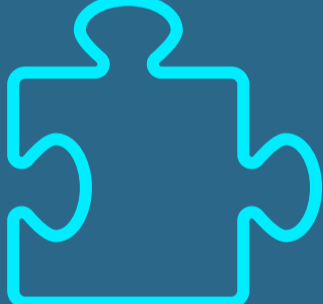
Omnichannel desktop



Outbound



Cloud security



System integrations



Customer self-service



Workforce optimisation

PureCloud is helping customers throughout Ireland and around the world:

Outplay the competition

Accelerate growth

Cut time to market

Raise productivity

Attract and retain talent

Deliver superior CX



See how

> **Examples of Wren Data cloud contact centres in action:**



Rather than continuing to invest in end-of-support IT infrastructure for no extra benefit, outsourcer Actavo moved to Genesys PureCloud. Along with better scalability, simple management and an omnichannel roadmap, it gets:

- **100%** uptime since going live
- **80%** of calls answered within 20 seconds
- Under **5%** abandonment rates
- More outbound connections for **less effort**

"Tasks come into call queues and are automatically pushed to the most appropriately skilled agents, giving supervisors much better performance visibility."

Customer Services Director
Actavo



Chill Insurance wanted to transform CX by ensuring calls were always routed to the right agents with the right skills and latest information. Now, by switching to Contact-Centre-as-a-Service powered by Genesys PureConnect, the online insurer enjoys:

- **More efficient** inbound and outbound call handling
- **Less reliance** on manual interventions
- **Better** reporting and CX analytics
- **Compliant**, easy-to-retrieve call recordings

"We were delighted with Wren Data's ability to understand our needs and provide us with top of the range technology in order to stay on top of our industry."

Head of Communication
Chill Insurance

Get more Genesys case studies here.