Meet TrueServe™ by Deloitte Digital—an integrated suite of leading contact center technologies and industry-specific accelerators designed to help you deliver a better customer experience while creating a more efficient contact center.

THE FUTURE OF SERVICE.

#1 investment priority for contact centers is adding new self-service capabilities.

55% of contact centers have implemented some form of right-channeling.

81% of contact centers use voice / text analytics to improve service quality.

46% of contact centers are not receiving the expected value from investments in bots.

DEMAND FOR CHANGE.

To win in today’s competitive environment, you need to deliver against the growing expectations of customers while responding to increasing pressure to improve the efficiency of your contact center.

In order to succeed, you need to overcome:
- Continued talent shortages
- Operational challenges
- Manual and independent processes
- Siloed data and technologies
- Costly legacy system maintenance
- Budget constraints

THE VALUE OF TRUESERVE™.

1 Right-channel approach
TrueServe™ elevates service experiences while helping to control operating costs with a right-channel approach to get customers into the best channel based on their needs.

2 Data-driven insights
The analytics capabilities within TrueServe™ provide strategic insights to increase contact center responsiveness and enable continuous optimization.

3 Accelerated time to value
TrueServe™ is designed with flexibility and modularity to meet you where you are on your journey and accelerate your time to value.
TrueServe™ is ready to help you deliver the right service, on the right channel, right now.

**TRUESERVE™ FEATURES**

**Conversational AI driven self-service**

The self-service features seamlessly support both voice and digital channels. The voice capabilities include integrated rich chat interactions that provide a unique and differentiated multi-modal experience.

**Flexible orchestration**

The pre-built orchestration layer has the flexibility to allow our self-service solution to seamlessly connect with any technology ecosystem while supporting APIs, interaction management, and configurable redaction and encryption.

**Contact center as a service**

The solution offers a comprehensive, scalable suite of contact center capabilities built on leading cloud-based technologies with full integration into our self-service features and agent console.

**Next generation agent console**

The agent console brings a 360-degree view of the customer to the forefront with agent assist capabilities including next best actions, dynamic knowledge, transcription, sentiment analysis, guided and scripted workflows, and a consolidated softphone to simplify the job of the agent.

**Centralized admin console**

The admin console creates a scalable and unified end-to-end experience for organizations to manage contact center users, operations, and services across applications. The console includes an intelligent routing framework with skill mapping and rules.

**Outcome-based design and analytics system**

The conversational AI design and analytics system measures overall business value for virtual assistants and provides granular, actionable insights into the customer experience journey with an outcome-based analytic model and the ability to measure performance against goals.

**Voice analytics solution**

The all-in-one voice analytics solution, TrueVoice™, automates quality management processes and delivers insights from every customer interaction to reduce risk, improve customer experience, agent performance, and overall operational effectiveness.

**OUT OF THE BOX RELEVANCE & UTILITY.**

TrueServe™ comes with a library of pre-built **industry-agnostic and sector-specific solutions** spanning from voice and digital assistants to guided flows for agents and pre-defined metrics and analytics.

Here’s a small sample of the pre-built solutions within TrueServe™:

- **Authentication**: Quickly authenticate a customer so they can gain access to their privileged account information.
- **Contact management**: Update customer’s address, phone, email and contact preferences via phone or chat.
- **Bill payment**: Provide account balance and payment information, accept payments, and set up auto-pay.
- **Case status**: Allow a customer to review their recent cases as well as the status and updates for each case.
- **Password reset**: Enable a customer to seamlessly reset their password and recall their account username.

**A MODULAR SUITE. LEADING TECHNOLOGIES.**

TrueServe™ leverages Deloitte’s strong relationships across the cloud technology and digital contact center ecosystem—combined with our systems integration capabilities—so you can benefit from a modular suite built on leading tools and platforms.

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**Interested? Get in touch or visit our page.**

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