

# Need a Modern Contact center solution?

**CSC**

BUSINESS SOLUTIONS  
TECHNOLOGY  
OUTSOURCING

**FLEXIBILITY  
EFFICIENCY  
CONTROL**

## CSC EMBRACE

What if you could exploit new opportunities with innovative technologies that are aligned to your business priorities? What if you could readily utilize all channels of contact to prioritize your customer's experience to transform your call center into a modern contact center without limitations to geographic spread or organizational placement? What if your resources could be optimized and the associated costs reduced while providing transparency and the option for monitoring and using statistics from the historical database? As your trusted technology partner, CSC's own contact center solution, CSC Embrace, will transform your call center into a strategic advantage. Our deep industry experience, highly skilled global resources and proven processes and methodologies deliver software solutions that fully support your goals. From business vision to bottom line, experience the rich value of an enduring high-performing partnership with CSC.

# CSC EMBRACE

## A Modern Contact Center Solution

CSC Embrace is a superior contact center solution, designed to support organizations with large numbers of inbound and outbound customer interactions, originating from multiple contact points. CSC Embrace is a standard product that is easily installed and quickly configured to support the company's existing systems and service provider agreements, such as telephony, e-mail systems, SMS/MMS providers, customer service strategy and targets etc.

All contact points are integrated in a single virtual queue. Statistics and comprehensive monitoring provide a solid foundation for developing well-defined channel strategies, subsequent follow-up and routing of calls.

CSC Embrace is a scalable and flexible solution, available as a Software as a Service (SaaS), a Cloud Solution or a Licensed Solution.

### ENHANCE CUSTOMER SERVICE

- Friendly and professional dialogue, regardless of when, where and how the customer chooses to communicate
- Improved response time by reducing transfers when matching customer calls with the correct and available employee
- Flexible customer handling through personal queues and self-services or call-back options, dependent on identified customer, request or answering time
- Success measured in terms of service levels & actual results

### REDUCED COSTS

- Employees are able to work anywhere within the cloud, independent of geographic locations or organizational structures
- Outsourced solution with minimal initial investments
- Lower risks due to externally-handled off-the-premises solution
- Proactive and scalable staff and service planning using Work Force Management
- Reduction of staff and staff turnover due to automated and skill-based routing and efficient Workforce Management



# CSC EMBRACE

## A Modern Contact Center Solution

The best way to develop innovative, transformative software solutions is to partner with the experts at CSC. Our strength and experience spans a broad range of technologies, platforms and industries; have vast global resources at our command; use industry-aligned methodologies, tools and processes; and harness the best ideas, practices and solutions for your benefit.

Our goal is to build a steady and enduring professional relationship that grows in value over time. Meanwhile, your development and project initiation costs will decrease, freeing resources for more strategic investments. Trust CSC to turn application development into a strategic advantage!

### INCREASED AGILITY

- Seamless office/home/remote employee capability enabled
- Integration with existing telephony platform, document handling- and CRM systems
- Statistics enable dynamic forecasting and workforce management
- Reduced dependency on incoherent company systems and communication platforms
- Effortless and rapid up- and down-scaling according to needed enterprise capacity

### IMPROVED MONITORING

- Standard KPIs for customer service provided automatically by CSC Embrace Statistics Tool
- Optimization of queue handling, staffing and customer service decisions based on accumulated statistics

### WHY CSC?

Because CSC's professionalism and customer focus are second to none. We earn your trust every day with respected solutions that enable your business success.

- Responsive, trusted partnership that emphasizes collaboration and an uncompromising focus on client satisfaction
- Industry and technology experience across a broad range of platforms, technologies and industries
- Innovative technology that provides practical benefits and builds a robust foundation for tomorrow's opportunities
- Global delivery and local presence for a seamless "one team" experience that respects cultural considerations
- Accelerated development capabilities to jumpstart critical initiatives on tight timelines
- Proven, industry-aligned processes and best practices that ensure high quality and measurable outcomes
- Global security and compliance leadership that sets tough new standards for government and industry security.

"(...) CSC is a trusted, strategic partner and one of the very few suppliers with whom we share business strategies as to be able to support each other in the best possible way. At the same time, it is an advantage that CSC was able to offer a more attractive overall package and a better price than the competition"

- Henning Bork  
Vice President of  
IT Operations  
Tryg Insurance

### FIND OUT MORE

Contact us to learn more about how we can help your business. We'd be happy to discuss your situation in more detail.

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**ABOUT CSC**

The mission of CSC is to be a global leader in providing technology enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients, and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client's unique requirements.

For more than 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol "CSC".

