



**Adaptive  
Customer Excellence**

# Adaptive Customer Excellence

Traditional contact centres can become monoliths – expensive, difficult to configure and hard to integrate. In today's dynamic marketplace you need to deliver a more responsive, omnichannel customer experience if you don't want to be left behind.

Fortunately, there's now a way to transform Customer Experience by transforming your contact centre in line with your overall digital strategy.

## Bring your contact centre into the digital age

Adaptive Customer Excellence from DXC Technology is based on Amazon Connect – a self-service, cloud-based contact centre service that makes it easy for any business to deliver better customer service at lower cost. Based on the same technology used by Amazon around the world to power millions of customer conversations, other adopters include GE Appliances, Capital One and Subway.

Adaptive Customer Excellence leverages the AWS Cognitive CX portfolio of services which can transform your customers' experience through rapid deployment of automatic speech recognition and translation, dynamic text to speech, Natural Language Processing (NLP), Machine Learning (ML) – as well as Amazon Lex, to power chatbots.

When expertly integrated with your CRM, ERP, service management and other key systems, Amazon Connect can personalise every conversation in real time – enabling you to update customer information and requirements during each engagement.

## Scalable, reliable, integrated

In designing your AI-enabled Adaptive Customer Excellence platform, DXC will ensure a positive customer experience – leading to ongoing customer loyalty and advocacy.

We do this by using an Agile, Human Centred Design approach. Our combined team of User Experience (UX), Customer Experience (CX) and contact centre experts and developers works with you firmly at the centre.

DXC has deep experience in designing, implementing and managing contact centres. Additionally, for an end-to-end CX solution fully integrated with your business, DXC combines the expertise of its dedicated practices specialising in AWS, SAP, Salesforce, ServiceNow, Oracle and Microsoft Dynamics.

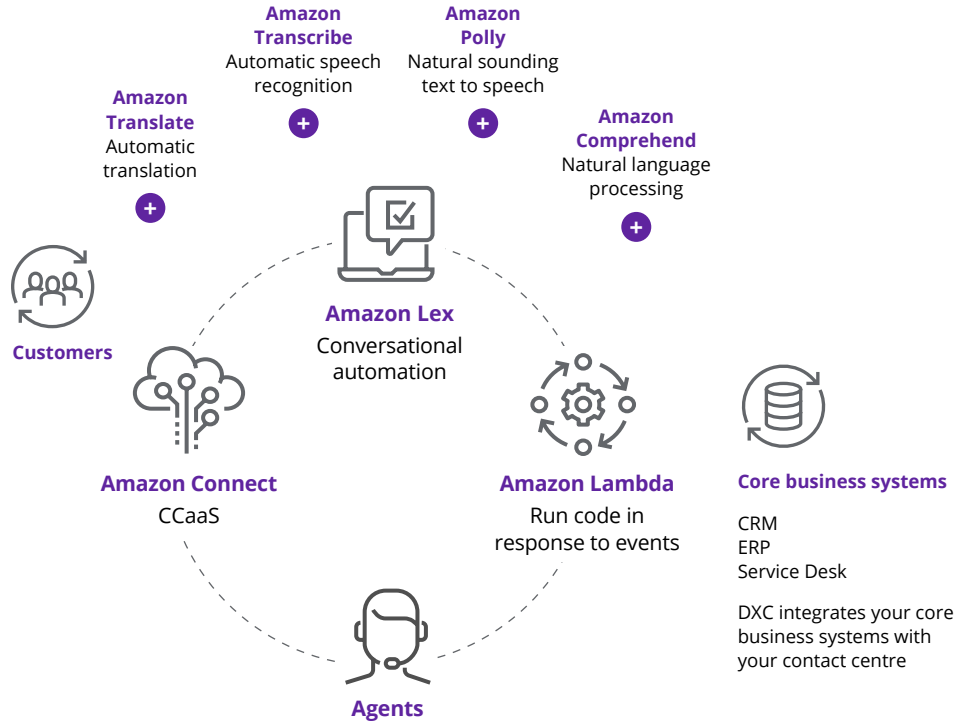
The relevant cloud contact centre solutions for empowering your agents will be prototyped, tested and evaluated. We will help you identify opportunities for introducing AI, Machine Learning and NLP – along with the tools and data your people need to exceed your customers' service expectations. We'll then be with you along the journey, with ongoing improvement and innovation support.

### Amaze your customers

If you'd like to improve your NPS while cutting your contact centre costs, an integrated Amazon Connect solution from DXC can:

- Reduce call waiting times
- Smooth transfers between agents, with no need to repeat information
- Personalise the customer experience with real-time data from your core systems
- Enable effective self-service via their medium of choice
- Resolve their issues, fast
- Anticipate their needs – even before they do!

## Integrated Contact Centre cloud technology



### Accelerated by DXC Technology practices:

System Partners



DXC RedRock



ServiceNow Practice



DXC Oxygen



DXC Eclipse



To find out how an integrated, end-to-end contact centre solution could transform your customers' experience, talk to your DXC Technology account manager or contact [ace@dxc.com](mailto:ace@dxc.com).

Learn more at  
[dxc.com/au](https://dxc.com/au)

Get the insights that matter.  
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#### About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at **DXC.com**.