

# CX Connect for Financial Services

## Powered by the Microsoft Cloud for Financial Services

Transform the customer experience with a comprehensive, cloud-based, omnichannel baseline configured on the Microsoft Cloud for Financial Services ecosystem. Most financial services firms businesses have the same customer service challenges:

- How do I reduce customer churn?
- How do I increase CSAT / NPS?
- How do I transform my customer experience?

Deliver “always-on” customer service with CX Connect for Financial Services, a pre-packaged solution built on Microsoft Dynamics 365, Azure, and the Power Platform. Leverage Argano’s IP and financial services industry expertise to quickly deploy a modern enterprise solution to optimize your customer and employee experience and enabling improved operational outcomes for your organization.

This customer experience solution enables customers to engage with your organization through their preferred and expected channel of communication (chat, SMS, Voice, Social Media, etc.). CX Connect is a cloud solution fueled by bots, machine learning, and knowledge bases to help

you monitor, measure, and improve your key KPIs, including first call resolution, customer effort score, and customer satisfaction.

The goal is nothing less than transforming every customer contact, positive or negative, into an upsell, upgrade, or referral.

### Rapid implementation for faster ROI

CX Connect deploys quickly, providing rapid ROI for your business. The solution offers:

- A simple, intuitive user interface, improving adoption
- Financial services persona (banking, insurance, capital markets) driven journeys
- Reduce your average handle time and increase first call resolution
- Increase your customer experience, customer retention, increase in CSAT / NPS scores
- Accelerated time to value, predictable-repeatable financial services data model
- 360-degree view of customer via single-pane glass for better, more personalized householding interactions

### Benefits:

- Easy, simple, and intuitive UI
- Core Microsoft Dynamics 365 functionality
- Advanced B2C contact centers capabilities
- Remote working scenarios enablement
- Real-time KPIs and reports
- Immediate customer and agent experience improvement
- Reduced project risk

### Not sure where to start?

Our CX Connect for Financial Services Modernization Evaluation Workshop provides recommendations including a business justification document, and a rough order of magnitude to help you budget and guide your next steps towards a scalable, omnichannel, revenue-driving customer contact center.

### Three deployment options to meet you where you are

CX Connect is available in three editions:

**Essential:** Leverage out-of-the-box functionality in Microsoft Dynamics.

**Advanced:** Create business-specific configurations, real-time sentiment analysis, and more.

**Enterprise:** Enjoy AI powered contextual recommendations based on real-time conversations, automatically feed agents

relevant info on each customer, offer real-time translation.

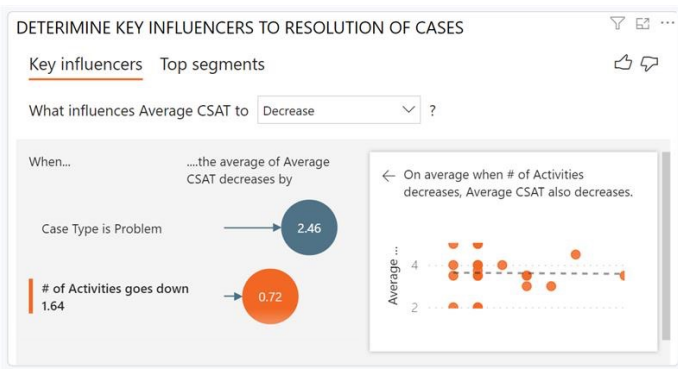
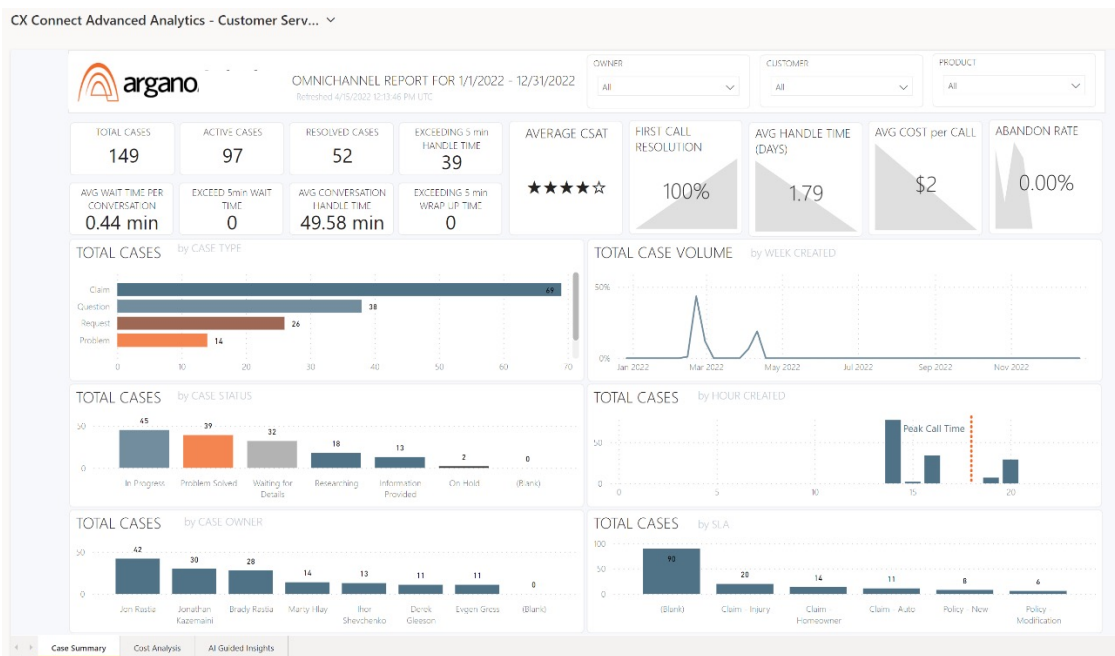
Contact us today at [microsoft@argano.com](mailto:microsoft@argano.com)

for more information about CX

Connect, our workshop, or simply

improving your customer service.

## CX Connect Advanced Analytics KPI Reporting Dashboard



### About Argano

Argano, a next-generation business and technology services provider, builds Digital Foundations that make businesses run better. We are committed to helping clients think differently about how they deploy and manage people, processes, and technology. Combining strategic consulting and services, we deliver interconnected solutions that enable innovation and drive operational excellence.