Insurance Solutions

NexJ for Contact Center

NexJ Systems provides CRM solutions tailored for financial services and insurance. NexJ for Contact Center is ideal for contact centers to:

- streamline inbound and outbound calls
- deliver consistent customer service
- optimize sales opportunities

The NexJ solution will:

- integrate to all enterprise data
- reduce the number of applications that contact center reps have on the desktop
- enable sales and services best practices across the enterprise

Agents and contact center representatives can increase cross-selling and customer satisfaction while improving the efficiency of the contact center (i.e. increase the number of "one and done" interactions).

All communications are tracked to provide a complete record of both historical and future interactions with the contact, across lines of business and across multiple channels (web, email, chat, voice mail, etc.) Contact Center users can easily access every customer interaction within a single comprehensive view.

Call scripts are displayed based on the reason for the call, the customer profile and line of business. Call scripts are used to provide a consistent flow for the customer and can be used to transform the service interaction into a cross-selling opportunity.

NexJ's unique approach to call scripting means that users are not locked into a set call flow. Users have access to all information about the customer. This allows users to access whatever information is needed to resolve the call - even if the caller does not follow the given call flow. This improves customer service and increases first call resolution rates.

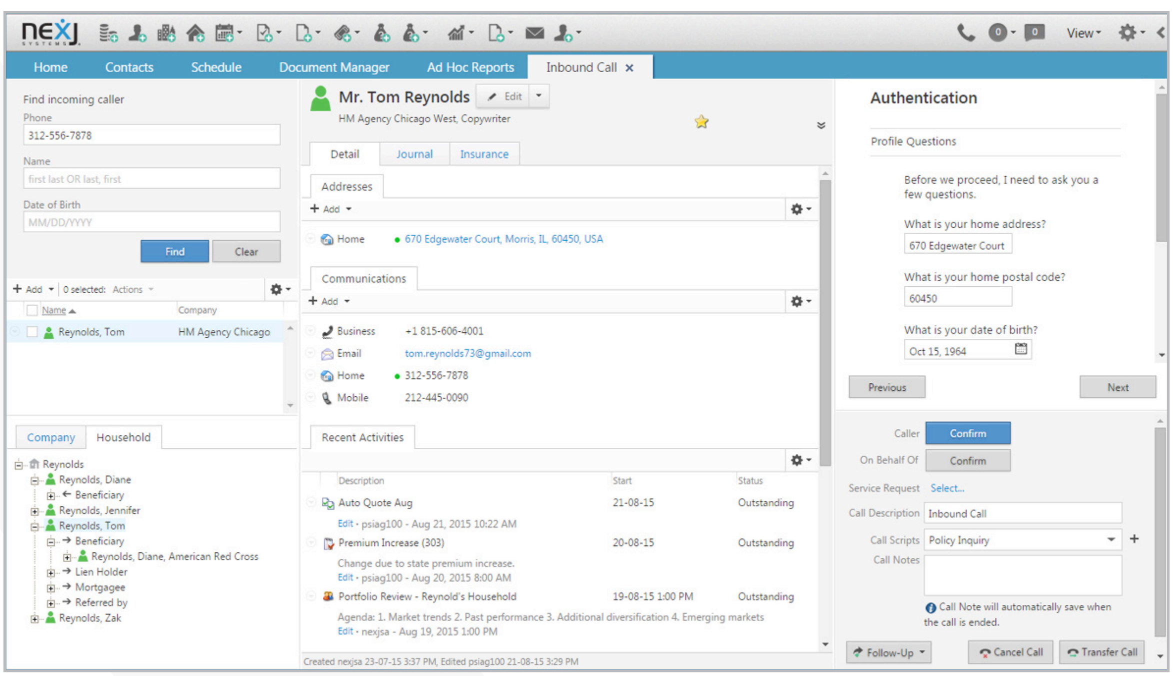
Key Benefits

Increase service levels and provide proactive next best actions with better insight into customer needs and recent interactions

Improve first call resolution rates by providing contact center agents with seamless integration to key systems and data

Reduce Call Duration by providing immediate access to all customer information

Streamline and optimize contact center processes such as Billing, Payment, and Eligibility and enable team collaboration



NexJ Systems enables insurance companies to provide agents and customer service representatives with a comprehensive view of all customer data in a single,easy-to-use interface.

NexJ for Contact Center provides functionality tailored for the needs of contact center environments in the insurance industry.

Single View, Across all Channels

Integrates contact center, social networking, and chat functionality with customer profile, interaction history, and transaction information in a single application. It provides users with the complete context for each interaction, including the reason for the call or chat, a filtered list of important interactions relevant to this contact, and any suggested next steps.

CTI Integration

Integrates with Telephony Systems to provide linked screen pop-ups. A virtual CTI toolbar is used to both accept inbound communications (calls, chat, Click-to-Call) and make outbound communications (call, email, chat) easily.

Integration with Legacy Systems

Integrate existing legacy and third party systems into a proven framework designed for easy integration, customization and upgrades. This allows organizations to leverage their existing IT investment and resources and improve adoption and satisfaction, while minimizing disruption and cost.

Integrated Business Processes

Automate and standardize business processes across multiple systems to ensure best practices. Improve efficiency and consistency across the contact center by auto-populating forms with existing information, and with automated processes to collect, validate and approve new customer data.

Team Collaboration

Allows users to easily send communications or tasks and transfer calls to other users or queues for quick resolution. All contact center agents have access to any notes created during the call as well as historical information entered during past interactions.

Call Scripts

Scripts are auto-populated with relevant caller information. Links embedded in the call scripts allow customer service reps to quickly and easily perform the required task to support the script - such as filling out forms, launching external applications, accessing a product library, or transferring the call. This reduces call times and ensures consistent service.

Call Tracking

All calls are tracked as interactions within the Interaction Journal, providing a complete record of both historical and future interactions with the contact, across lines of business and multiple channels. Users can easily access every contact interaction, and sort and filter the interactions to find the exact information they need.

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About NexJ Systems

NexJ provides enterprise customer management solutions to the financial services and insurance industries. Our solutions, which integrate information from multiple systems into a unified view, include industry-specific customer relationship management (CRM) to enable collaboration across countries, regions and teams; customer process management (CPM) for client onboarding with KYC and AML for regulatory compliance; and customer data analytics & intelligence (CDAi), which enables augmented intelligence to better understand, sell to, and service customers.