

Banking and Finance Industry

Reduce churn by improving customer experience

According to ReviewTrackers, around half of customers who leave banks leave within three months of opening their accounts. Retaining customers is essential. Alvaria proactive outbound and workforce optimization (WFO) solutions give your company the tools to achieve it.

Improve Outbound Calling Efficiency

Challenge: Agents aren't connecting to customers as quickly as they could be while dialing, partially because customers are already on other calls or not available.

Solution: Our automatic dialer detects busy signals, voicemail and no-answers with configurable retry and escalation rules, increasing agent productivity.

Give Agents Flexibility without Sacrificing Coverage

Challenge: Agents want to take more control of their schedules by bidding for shifts, trading shifts and choosing what channels they prefer to work.

Solution: With our workforce optimization solutions, the company can easily give agents flexible scheduling options.

Self-Service Increases Promises to Pay

Challenge: Customers want to pay bills outside of contact center hours and can't reach a live agent.

Solution: With our outbound software, the company can develop a comprehensive self-service strategy to support collections. Each month, they assess the risk of delinquency for each account and determine what regulations apply to each. Then, the best channel to reach each customer is determined. Customers receive notifications and take action themselves.

"Alvaria has been a trusted and innovative solutions provider for a long time and what we have come to expect from them on premise also holds true for their SaaS offering."

– Dirk Katschenges, Head of Group IT-Service, Hoist Finance



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