

Taking Customer Service to the Next Level



"Amdocs and Information Builders offer a cost effective way to propel your organization to a new level."

Adam Cohen
Partner Marketing Manager
Information Builders

Amdocs CRM and Information Builders partner to enhance customer service.

How can you meet your customers' needs more quickly and efficiently?

Superior customer service is essential to the success of any organization. Companies are experiencing a new level of competition, and enhanced customer service has become the leading differentiator in reducing customer churn and developing long-term relationships.

Information Builders partners with Amdocs CRM (formerly Clarify) to enhance the customer service experience for our joint customers. Users benefit by being able to:

- Uncover trends, opportunities, and issues
- Realize new high-value opportunities
- Analyze and forecast revenue and sales
- Satisfy demands for comprehensive, high-quality customer insight

Amdocs CRM enables and accelerates the journey to integrated customer management and the delivery of a positive customer experience. Through the unique combination of

comprehensive services, a portfolio of integrated, modular products, and unrivaled delivery skills and expertise, Amdocs transforms services companies into customer-centric businesses and dynamic service providers. The benefits are increased customer loyalty, higher revenue, lower costs, and greater resulting shareholder value.

Enabling a Corporate CRM Strategy

WebFOCUS for Amdocs CRM delivers thousands of report combinations out of the box for tracking rankings, variances, and trends over time. These packaged reports can be configured to display key performance information via personalized management dashboards, send exception e-mail alerts when call volumes increase, track ongoing performance, and e-mail results to appropriate groups and supervisors as well as provide many other distribution options.

Key performance indicators for the management dashboard include:

- Service-level performance agreement
- Sales status
- Customer attrition
- E-service adoption rates
- Report subscription
- Parts requests
- Case reporting and change requests

Your organization can be that much more responsive to the needs

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