



Amdocs Business Process Services

**reimagine your
customer's operations**

 **amdocs**

Customer expectations have evolved significantly in the era of next-day delivery and activate now, driven by the rise of digital, online players – who allow customers greater control over their engagements and interactions. As a result, across industries, seamless user experience and near real-time delivery of requests have become basic requirements.

When it comes to service providers, consumers expect nothing less.

To cultivate customer loyalty, communication and media service providers need to start with improving user experience – not only to avoid churn but also to sell new services. Moreover, all this needs to be accomplished without increasing operational costs.



The challenge

Currently, business processes for delivery of customer requests are severely fragmented across systems and organizations. A new order, for example, could pass through multiple hands, systems and organizations until its fulfillment. This siloed process leads to limited visibility, failures, delayed/inefficient delivery and a poor customer experience.

The volume of new services being launched with the explosion of IoT, OTT and third-party offers – combined with the availability of 5G – demands a paradigm shift. To prevent skyrocketing costs and call center overload, AI-driven automation must be central to non-profitable tasks.



Our solution

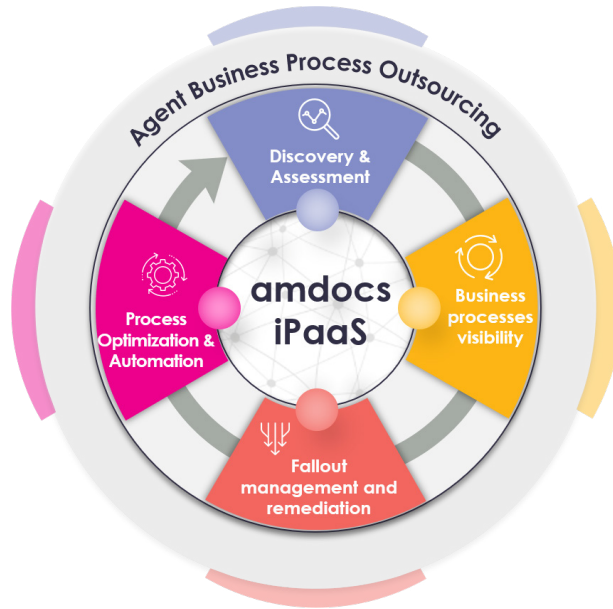
Amdocs Business Process services enables business efficiency and growth by digitalizing your business process operations. Our solution provides one source of truth and control over the entire customer delivery journey, with actionable insights for issue prevention and remediation.

Our team of experts, with their unique proficiency in industry-specific business processes, ensure your workflows are optimized and scalable. Meanwhile, our system-agnostic tools and methodologies enable the highest proficiency in transaction monitoring, visualization and analytics, fallout remediation, reconciliation and automation.

We also offer a modern center of excellence for business process governance, optimization, automation and 24/7 operations.



key features:



Discovery & assessment

- Existing operational processes
- Current KPIs and SLAs
- Existing reports
- Volumes and future trends
- Operational challenges and costs
- Contact desk processes
- Team structure
- Systems



Business process visibility

- End-to-end flow mapping
- Data and objective unification
- Benchmark process operations
- Actionable data to improve SLAs and KPIs



Fallout management and remediation

- Task management tool
- Manual and automated remediation & investigation
- Ticket auto-triage to accelerate resolution
- Mass error handling – task auto-group
- Root-cause analysis by industry experts



Process optimization and automation

- Identify and retrieve insights on inefficiencies
- Work reduction
- Business process reengineering

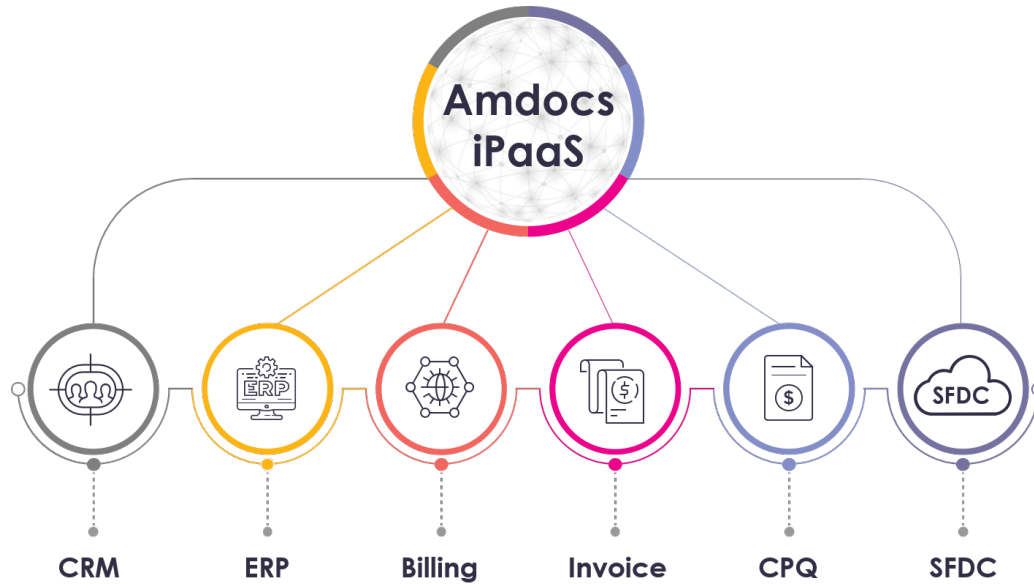


Business process outsourcing

- Industry-specific agents and platform for control & monitoring
- SLA commitment (including work standard and reduction of manual work)



powered by Amdocs iPaaS



- System-agnostic
- End-to-end visibility
- Automation & robotics
- Data analytics & reconciliation
- Proactive and preventive approach to reducing tickets

why Amdocs

- Fast implementation combined with proven, quality results
- Unmatched industry expertise with over 20 global implementations
- Unique technology for seamless handling of any business process regardless of underlying IT
- Complete accountability
- Domain-trained agents focused on handling of manual work while identifying and implementing targets for optimization

results achieved



about amdocs

Amdocs' purpose is to enrich lives and progress society, using creativity and technology to build a better connected world. Amdocs and its 25,000 employees partner with the leading players in the communications and media industry, enabling next-generation experiences in 85 countries.

Our cloud-native, open and dynamic portfolio of digital solutions, platforms and services brings greater choice, faster time to market and flexibility, to better meet the evolving needs of our customers as they drive growth, transform and take their business to the cloud. Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.1 billion in fiscal 2019.

For more information, visit Amdocs at www.amdocs.com.

