



SOLUTIONES FOR THE BANK



With the arrival of the Mobile Bank and the Electronic Commerce, people have waited that the financial transactions would be quickly and precise. In the same way, when people have to contact a bank representative, they have the same expectations as far as the velocity, accuracy, and ease. Do not put at risk such a valuable relationship with your clients by offering a bad service.

The implementation of a UC system with advanced functions not only can please and built loyalty with their bank clients, but also make easier the internal communications. It is a key way to differentiate your company from the financial service providers.



To achieve a far-reaching impact, Denwa offers the most complete and profitable UC solutions that are available in the actual market. Among the different services, you can find company contact centers that cover multiple locations, mobility solutions that connect the equipment through smart phones and tablets; banks can choose to migrate their services to the cloud.



With Denwa, you can offer your clients self-service options that provide the answers they need in a quick and flexible way, an intelligent IVR and automatic operator functions with call routing, making queues and messaging options that can be easily adapted to have space for variable hours, staffing and the level of calls.

Denwa UC platform is more than an IP phone system; it is a robust and sophisticated information center that unifies the phone messages, emails, instant messaging, social networks and of voice. In the same way, it speeds up the work flow and increases the efficiency. With the contact center functionality, the phone system assures that clients reach the right contact by the use of new means.

These new means as contacts from the web via Chat, Voice or Video, are integrated to the bank's websites.

The difference or why?

Banks trust in the investment of a Unified Communication System.



Easy to implement, manage and scale: the only architecture easy to implement distributed by Denwa is the plug-and-play. For deployment speed, there is nothing such as the delivery of the UC services in the Denwa cloud



Multi-site unsurpassed experience: it does not matter how to mix or combine the equipment or locations, the system administration through an easy interface, such as our Contact Center, manages the whole Denwa system. It always integrates easily with the existing phone systems.



Integrating the business intelligence: Denwa WebService allows integrating in an easy and fast way with apps like special IVRs, CRM, pricing systems, ERP, etc. improving the business process utility.



Productivity and efficiency: Denwa instant messaging, collaboration, presence, conference, private Social Network, centralized calendar and the possibility to share the desktop remotely will be benefited with this new modality. Denwa multi-channel Control Center manages the inbound and outbound communications through a single agent interface and offers the supervisors, measuring tools in real time.



Survival and availability: the architecture distributed by Denwa offers reliability of 99,999% on the distribution of the intelligence through the whole system, while the voice switching devices assure that you will never lose the dial tone.



More benefits

Either your bank chooses Denwa for its Unified Communications locally or distributed, or for its cloud services, Denwa helps to increase the assets and the incomes from high level sales and the service communications. Denwa also helps to reduce the maintenance expenses of the phone system, offering a lower cost routing, alternative use of voice link and travel cost reduction because of the improvements of the communication efficiency by the video conference system.

Talk with your agent to know about Denwa success stories.