

# The Digital Completion Experience

## Start building Journeys

**Are you losing deals due to inefficient tools and workflows?**

**Are you making it too hard for customers to get what they want?**

Today's customers are looking for seamless journeys that take them where they want to go. Whether that's onboarding or a support call, upgrading or making a change to their account, they want to complete the journey in as few steps as possible.

Go beyond expectations! From end to end, Amdocs helps you power journeys that will surprise your customers with their simplicity. Close deals faster, with better compliance, by building all the steps needed into a single uninterrupted process.

Improving customer experience is key for strategic growth in today's competitive environment—and Amdocs can take you there. Digital completion offers you a unified platform that lets customers interact with agents while completing activities such as sales, service, upgrades, and changes to service through a simple, visual platform. With full visual interaction, you'll get fewer misunderstandings, faster, more secure transactions, and greater customer satisfaction.

**Digital completion reimagines the sales process through the lens of modern customer service experiences.**

- ▶ Your customers have come to expect great customer care from experiences like online shopping—now they're demanding that from their telco providers.
- ▶ Transactions that complete faster not only free up agents, they result in more satisfied customers.
- ▶ Telcos have traditionally suffered from low NPS, poor conversion, and high cancellation rate. Digital completion lets you stand out from the crowd.

Driven by a simple, intuitive interface, the digital completion experience will replace a number of cumbersome, manual processes with a modern, streamlined system that your customers will love.

### eSignatures are just the beginning

No matter what you need from your customers, get it all within a single interaction: documents, forms, ID, and more.

### Fully mobile, end to end

Most of your customers prefer to complete transactions on their phones if they can. Give them what they're asking for.

### Bring modern ecommerce to telco sales

Visual shopping cart, T&C, media sharing, and more are ecommerce staples that have been slow coming to telco sales—but now they're here.

### No-code, automated workflows

Make changes more easily than you thought possible with drag-and-drop workflows and conditional logic that automate your core business logic.

## Streamline Sales, Support, and Account Changes



### Product Visualization

Customer can browse options during a call with a human agent.



### Digital Offer Summary

Agent can clearly present customer's selection for options, plans and pricing.



### Instant T&Cs

Relevant documents can be generated based on customer selections in real time.



### Secure Payment

Mobile-friendly and fully PCI compliant allows instant completion without delay.



### Real-Time e-Signature

Legal consent is integrated simply into the process.

The Amdocs Digital Completion experience solves the problem too many telco customers face: the inability to complete a transaction within a single contact. Are you hanging up on potential customers or putting up too many barriers to completion? Amdocs lets you optimize sales and service requests using automated workflows.

### 1. Provide a consistent high-quality experience.

Customer experience can vary from one agent to another; replace variability with a fast, intuitive, user-centered visual experience that leaves customers with a good feeling about your business.

### 2. Ease customers over the speed bumps.

There are often speed bumps on the road to sales, upgrading, and support, usually caused by siloed processes: lengthy T&C scripts, confusion about plans and packages, and miscommunication between agent and customer. With a visual interface, you'll eliminate silos from customer-facing processes, giving both sides full visibility for a true meeting of the minds.

### 3. Set up and make changes with zero coding.

You'll be able to set things up easily and then make changes to workflows, forms, fields, and offerings whenever you need to—without putting in a call to IT.

With decades of experience and hands-on expertise helping countless telcos transform, streamline, and modernize, Amdocs knows how to make the whole process simple, so you can start competing on customer service and benefiting immediately from increased conversion, onboarding, NPS, and growth—starting with a customer experience that exceeds all expectations.