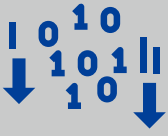




Drive your business growth with Next Gen Contact Center

Customer service is essential to driving your business growth. However maintaining good customer service could be a big challenge!



Loss of customer loyalty
Negative customer experiences



Ineffective customer service
Siloed applications cause fragmented views of customer data



Delayed support response
Customers run into long queue to get support



High operating cost
High investment on applications and training

Our Next Gen Contact Center not only supports omnichannel communication, but also provides flexible, scalable and professional customer service that meet your needs!

Solution highlights



Round-the-Clock Service

- AI Contact Center
- AI Analytics
- On-demand service
- Service extend to 7×24 operation



Omnichannel communication

- Support communication channels other than voice, such as email, SMS, social media, instant messaging



Operated by customer service professionals

- Customizable Service Level Agreement
- Support English, Cantonese and Putonghua
- Capable for CS Service or Telemarketing



Flexible payment model

- Available in monthly subscriptions and flexible pay-as-you-go plans
- CS Outsourcing




High security facilities

- ISO27001 certified call center
- Information Technology
- Infrastructure Library certificated
- Enterprise-grade platforms



Business intelligence

- Daily dashboard and report
- Data analysis



AI Contact Center

- AI chatbot and voicebot for seamless self-service to customers
- Measure quality of calls
- Identify high risk case
- Uncover business insights

Key Benefits

Lower costs

Call center service at your finger tips with no recruitment and training costs

Ensure business continuity

Uninterrupted service during disruptive incidents

Ensure service quality

Shorter and measurable pick-up call response time

Timely business decision

Monitor your KPIs and make smart business decisions

Regular service review

Regular review to meet your business needs and enhance customer satisfaction

Scalable

Grow your call center according to your business plans and seasonal promotions

Why Choose Konica Minolta?

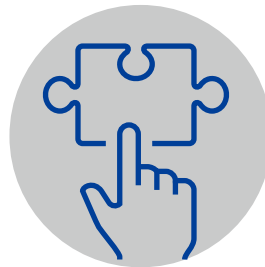
With our subscription-based model, you can set up your call center at a minimal cost. Our professional team is capable of providing customized customer service that helps drive your business growth.



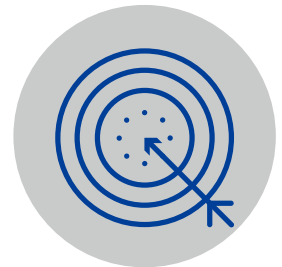
Contact center as on-demand service



Regular training for our customer service professionals



Customized customer service and SLA



Significant uptime improvement

Contact us for more information at 2565 8181 (Press2 > 8)

Konica Minolta Business Solutions (HK) Ltd. | www.konicaminolta.hk

Konica Minolta

 2565 8181

 bhkg_sales@gcp.konicaminolta.hk

 Konica Minolta Hong Kong

 Konica Minolta Business Solutions Hong Kong



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