

# EMS CALL CENTER SOLUTION

## BUILT ON SALESFORCE

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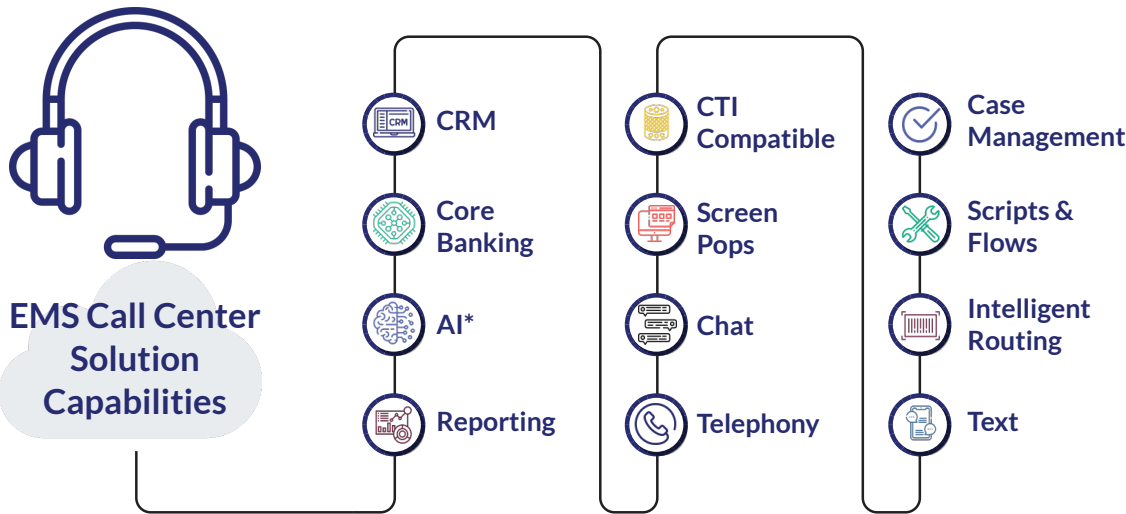
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### Let's Reimagine Your Call Center

Call Centers are typically an expensive, high personnel turnover means of answering questions, fulfilling service orders and routing calls. Now, it is a connected, full-experience, end-to-end hub for financial service members. Designed using an omnichannel approach, your call center leverages powerful analytics and AI, customized within your strategic initiatives, to anticipate what should happen next. We combine the cloud-based power of Salesforce, voice, AI and digital engagement with the experience and talent of EMS Consulting. Your call center agents and members will have a faster, smarter experience.



### Why EMS for Call Centers?

- ✓ Unified & Decluttered Agent Desktop
- ✓ Single Platform
- ✓ Highly Configurable
- ✓ Productivity Tools with Real-Time Analytics
- ✓ High-Touch, White-Glove Service
- ✓ Templated Scripts and Work Flows
- ✓ Improve Member Lifetime Value
- ✓ Training & Management

### Unifying Voice calls, Digital channels, and CRM Data in Real Time

#### Retail Session Management & Easy Call Integration

- Case Data Capture
- Automated Calls/Dialers
- Call Recording/Reporting
- Transcripts

#### Cloud-Based Voice Capabilities

- Built-in Scripts, Layouts, Queues, Record Types
- Agent Mobility

#### OmniChannel Engagement

- Email to Case & Web to Case
- Chat
- Text
- Screen Pops

#### Self-Service Communities

- Proactive Engagement
- Increase Member Satisfaction
- 360-View & Activity Tracking