

# ANOTHER WEST SUCCESS

## The Challenge

A leader in global payment services wanted to gain better control of their customer experience – and reduce costs – by engineering a single, enterprise-wide IVR.

## The West Solution

We implemented a smart global IVR that incorporates customer data, recent behavior and predictive analytics to strategically route each call to the right place, the first time. If directed to a call center, this solution also provides a wealth of insightful information about the caller that enables agents to efficiently provide the best customer experience.

### The Results in 1 Year



**DECREASE**

Average  
Length of Call



**MILLION**

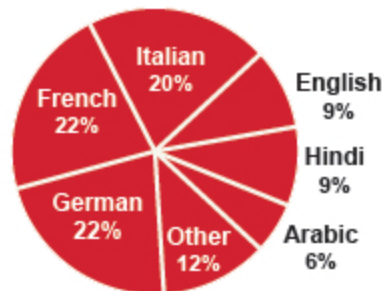
Callers are Individually  
Identified in the IVR



**INCREASE**

Calls Contained  
in the IVR

International IVR  
Supports 25 Languages



**ANNUAL  
CLIENT  
SAVINGS:**

**\$11,000,000.00**

# BE PART OF THE NEXT WEST SUCCESS