



Doxim CCM Customer Service Center

Delight Your Customers With Fast Responses to Service Requests

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Your customer service team is an important touchpoint on the customer journey. Customers expect convenient ways of logging issues and fast, timely resolution. Unfortunately, many organizations lack effective tools for managing and quickly resolving customer service requests. They don't have visibility into their overall queue, struggle to coordinate with team members, and the information needed to resolve the request is hard to locate.

The Doxim CCM Customer Service Center solution provides your CSR team with modern, cloud-based, and collaborative tools for managing customer service requests. It provides visibility into the overall queue, enables easy triaging to the next available CSR, and provides rapid access to account information and engagement history – to help reduce your call duration, lower your costs, and delight your customers with fast, efficient service.

Inbound Messages

The Customer Service Center is the Doxim CCM platform's one-stop-shop for receiving, managing, and engaging customers in response to service requests. The solution is tightly integrated with the Customer Experience Portal (CXP) solution and the Digital Business Messaging (DBM) solution – receiving and managing inbound customer messages from both.

Through the CXP, your customer can send 1-way "in-portal" messages, which are routed to the Customer Service Center inbox. Customer responses to 2-way digital business messages are also received and managed.

Managing the Queue

The solution gives your CSR team access to a shared inbox, which is easily available anytime, anywhere. The inbox provides visibility into the queue of inbound service requests and gives staff the ability to triage and quickly assign them to the next available team member.



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Instant access to customer information, documents and engagement history

Features

Included

A single, centralized location

- Visibility into complete set of inbound messages from the CXP and DBM solutions ✓
- Streamlined triaging and assignment to the next available team member ✓
- Shared/centralized folder (with hierarchy) to organize messages, exchange information with team ✓
- Ability to mirror what the customer sees in the CXP interface ✓

A Rich Set of Customer / Account Information

- Quick, flexible access to customer details – by customer, account, message identifier ✓
- Message delivery and engagement tracking (message views, date stamps, software client used and more) ✓
- Access to historical information (with event history log) ✓
- Ability to record notes on the customer profile, to track interactions and improve collaboration with team members ✓

Security and Compliance

- All messages securely archived; documents maintained in Doxim ECM ✓
- Operational reports for admin access ✓
- CSR role-based access control – read-only / full access ✓
- CSR operations are audited for compliance; Audit trail maintained ✓

Ease of Integration

- API integration with core systems and other applications through a rich set of APIs (RESTful and SOAP) ✓

Contact us to see how Doxim Customer Service Center can improve customer experience and CSR efficiency.

[Request Demo](#)



Doxim is the customer communications and engagement technology leader serving financial and regulated markets, providing omnichannel document solutions and transforming experiences to strengthen engagement throughout the entire lifecycle. The Doxim Customer Engagement Platform helps clients communicate reliably and effectively, improve cross-sell and upsell opportunities, and drive increased loyalty and wallet share through personalized communications. The platform addresses key digitization, operational efficiency, and customer experience challenges through our suite of plug-and-play, integrated, SaaS software and document technology solutions. Learn more at www.doxim.com.