

TRANSFORMING CUSTOMER ENGAGEMENT BY UNIFYING DIGITAL & VOICE CHANNELS FOR FINANCIAL SERVICES ORGANIZATIONS



With market disruption lead by new digital business models, IoT and the customer evolution – we enable financial services organizations to provide a simple, connected customer experience (CX) that improves loyalty and revenue.

We have long-term relationships with our clients because we...

Operate with an Outside-In Approach

We lead with how CX impacts your customers & business

Have Deep Experience in Voice & Digital Channels

One-vendor approach streamlines costs & channel connectivity

Have a Technology Agnostic Approach

We implement the best solution for your unique need

Commit to Performance Based Engagements

We only succeed when you hit your business goals

PTP Solutions & Services



Omni-Channel

Contact Center

- Intelligent Routing
- Voice Self Service
- Outbound
- Workforce Optimization

Sales

- Lead & Opportunity Management
- Pipeline Management & Forecasting
- Sales Force Optimization

Marketing

- Campaign Management
- Social Listening & Response

Enterprise Wide

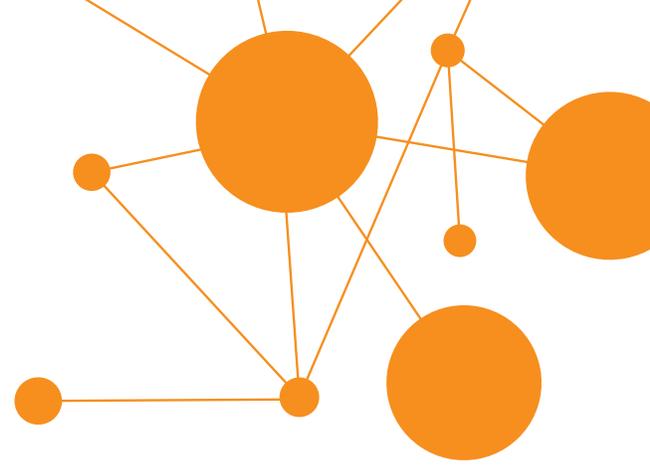
- Digital Unified Desktop
- Self Service
- Proactive Communication
- Knowledge Management
- Case & Issue Management
- Business Intelligence & Analytics
- Infrastructure

We partner with the best

 West Corporation	
	
	
	
	

PTP HELPS FINANCIAL SERVICES ORGANIZATIONS DRIVE THE GLOBAL ECONOMY

We help you make CX a competitive advantage with solutions that ground your evolving customer base with simple, transparent communication that inspires trust.



PTP & PayPal

Implement a Scalable Multi-Channel Solution to Efficiently Handle Large Interaction Volumes

- Complex, global CX solution manages over 300,000 tasks a day
- Seamless front and back office multi-channel engagement solution with unified desktop
- Comprehensive, intelligent interaction routing and enterprise reporting across 7 channels

PTP & AFCU

Put Member Experience at the Core of Their Business

- Natural language, IVR solution greets members by preferred name, presents menu options based on caller history and shortens the time members spend in the IVR
- Intelligent routing gets members to the right agent for first interaction resolution
- Web & voice call back solution provides members control over wait time
- Speech analytics solution provides automated, customized historical reporting

PTP & The Bancorp

Strategize to Transform Customer Relationship Management

- Enterprise-wide assessment of CRM technology and business process flow
- Assessment leveraged employee and customer insight, technology data, a gap analysis and industry benchmarking to define requirements and key opportunities
- Phased, customer experience implementation roadmap, tied to business drivers and benefits, serving as The Bancorp's future vision

Companies we've partnered with for success:



“PTP has been an integral partner as we have grown and improved the way we engage our customers. Our shared vision of a connected, transparent customer view enabled us to implement solutions that drove internal efficiency for increased customer engagement and revenue. Their strategic & tactical expertise allows us to be forward thinking as we continue our transformation.”

– Bill Sole, Director of Global Enterprise Technology, PayPal