Sales and Customer Support Efficiency

Empower sales and support teams with intuitive tools and automated workflows to manage customer interactions effectively. Enhance service quality by ensuring teams have quick access to the information they need, reduce response times, and deliver personalized customer experiences.

Customer Goals

- Improve response times and service consistency
- Enhance customer satisfaction and loyalty
- Increase agent productivity through process automation

TOP 5
Analyst's Take on
SAP: Six AI-Driven Methods to Improve Customer Support

Features:

- Unified customer interaction dashboard that provides a single view of all customer engagements
- Automated ticket routing and intelligent escalation to ensure critical issues get immediate attention
- Access to real-time, context-rich customer data for more informed decision-making
- Comprehensive self-service knowledge base that empowers customers to resolve simple queries independently
- Integrated multi-channel communication tools to seamlessly engage customers across email, chat, and voice

SAP Certified Professionals Worldwide

"DXC is actively expanding its WalkMe capabilities across all global regions, investing in skilled resources, building regional Centers of Excellence, and strengthening its ability to deliver scalable digital adoption solutions that support enterprise transformation initiatives."

SAP WalkMe Alliance Team

To ensure we are up to date on all the SAP WalkMe capabilities and client offerings, DXC maintains a close, direct working relationship with the SAP WalkMe Alliance Team

Solution Overview

Sales and Customer Support Efficiency equips teams with advanced tools and process automation that simplify daily workflows, improve collaboration, and enable proactive support. By unifying data and streamlining tasks, businesses can resolve customer issues faster, increase agent satisfaction, and strengthen overall customer relationships.

Customer Benefits

Reduced manual workload:
Automates repetitive and routine tasks, allowing sales and support teams to focus on high-value customer interactions and complex problem-solving.

Faster resolution times:
Provides teams with immediate access to detailed, up-to-date customer data and context, leading to quicker resolutions and fewer follow-ups.

Better customer experience:
Delivers consistent, accurate, and personalized support, boosting customer trust, satisfaction, and long-term loyalty.