



WL Contact

**Drive your customer interactions
with an omnichannel solution
designed for efficient advisors**

Mobile application WL Contact

Stay in touch with your customers by providing your advisors on the go with an efficient mobile application

Mobile employees...

The customer relationship is strategic in any line of business. No longer the monopoly of customer relationship centers, it now extends to many entities across the company. The flexibility of organizations requires **tools designed so all employees can handle customer conversations, even on the go.**

...thanks to WL Contact

The WL Contact mobile application makes it possible **to perform the most useful and common operations directly on a smartphone.** The look-and-feel of the interface, which is compatible with iOS and Android, has been optimized **to make work easier for Advisor on the go and to deliver the best customer experience.**

Omnicanality and customer knowledge



Advisors process interactions efficiently on **multiple channels: voice, e-mail and SMS.**



Since customer knowledge is crucial to **optimize the quality of answers**, the mobile advisor has direct access to essential information: customer files, interaction histories, and the ability to listen to recordings. They access the **same data as they do on the computer version for a unified experience.**

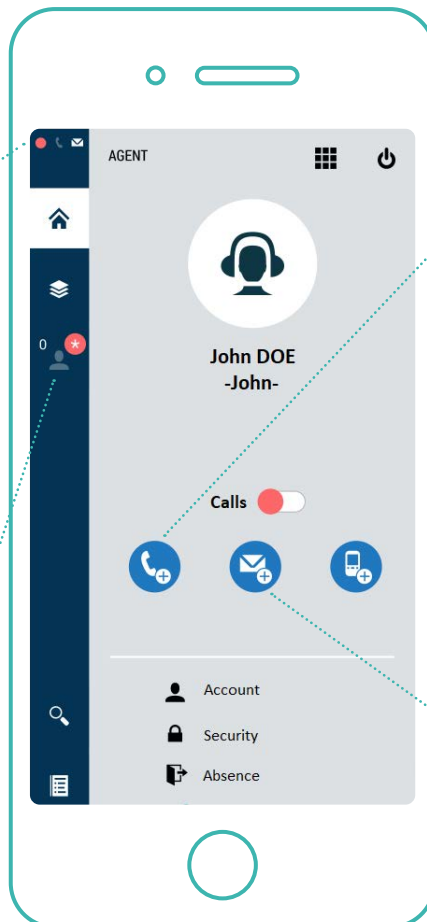
Efficient interaction processing



As soon as the call arrives, advisors have **quick access to the customer's context.** They benefit from all call control features—transfer, three-way conference, and hold..



The numerous e-mail processing features—draft mode, personal folder, absence and delegation management, search for e-mails, and forwarding—are associated with the power of the routing engine to optimize e-mail processing. With the use of the WL Contact mobile application, **e-mails are processed efficiently while complying with the company's processes.**





Flexibility for meeting business challenges

Whether it is used to equip mobile banking advisors, in-store representatives, traveling salespeople, or technicians, **the mobile application meets all use cases to improve CRM**. It can also be used as a tool to handle interaction peaks or to overflow requests after the centers have closed.

As with the other WL Contact modules, user rights and profiles make it possible to **segment uses by team or entity** to adapt to your organization. **All mobile advisors are also supervised in real time** and monitored in the reporting tools.

Customer Features



SMS



Incoming/Outgoing Calls



Incoming/Outgoing Emails



Customer Knowledge

User Features



Supervision



User Rights



Status and Channel Management



Call Recording

Benefits



Engagement

Enable your remote experts to engage with customers anywhere and at any time



Productivity

Boost productivity thanks to the built-in features and consolidated information



Management

Track all customer interactions to manage your remote teams and optimize customer journeys

«We meet the challenge of supporting all the people involved in the customer relationship, wherever they are, thanks to a mobile application designed with users»

Frédéric Lecoq,
WL Contact Product Manager

About Worldline

Worldline [Euronext: WLN] is the European leader in the payments and transactional services industry and #4 player worldwide. With its global reach and its commitment to innovation, Worldline is the technology partner of choice for merchants, banks and third-party acquirers as well as public transport operators, government agencies and industrial companies in all sectors. Powered by over 20,000 employees in more than 50 countries, Worldline provides its clients with sustainable, trusted and secure solutions across the payment value chain, fostering their business growth wherever they are. Services offered by Worldline in the areas of Merchant Services; Terminals, Solutions & Services; Financial Services and Mobility & e-Transactional Services include domestic and cross-border commercial acquiring, both in-store and online, highly-secure payment transaction processing, a broad portfolio of payment terminals as well as e-ticketing and digital services in the industrial environment. In 2020 Worldline generated a proforma revenue of 4.8 billion euros.

worldline.com



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