

UNBLU SUCCESS STORIES

Solving issues in a matter of minutes



Context

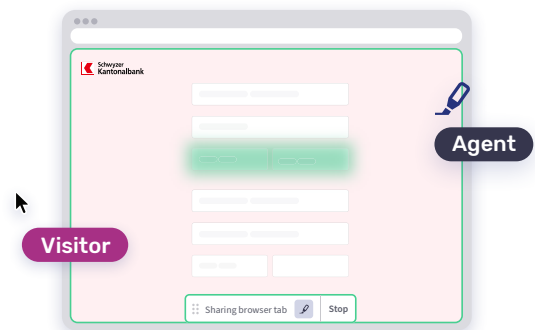
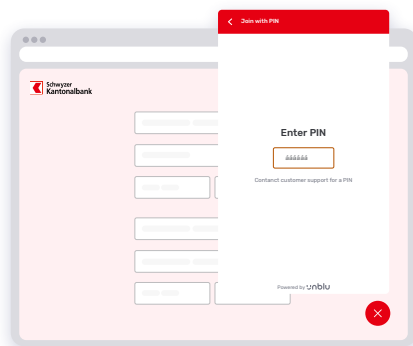
Founded in 1890, the SZKB operates 22 branches and employs 600+ people. The SZKB's customers include private clients, small and medium-sized enterprises, and public corporations.

Over the past years, the SZKB has consistently been recognized as one of the leading cantonal banks.

The SZKB decided to partner with Unblu to advance their digital services offering. Over the past years, this has been a major focus point for the bank.

Moreover, the SZKB has also been looking to bring in new applications and support tools that improve the working conditions of employees.

PIN based Co-browsing



SZKB is using our PIN-based co-browsing feature to support clients within their private e-banking space.

Triggered by simply exchanging a PIN code with a client, Unblu's Embedded Co-browsing allows agents to solve issues in a matter of minutes.

“Unblu is only one piece of our digital portfolio, but one with a big impact. I would never like to work without Unblu again.”

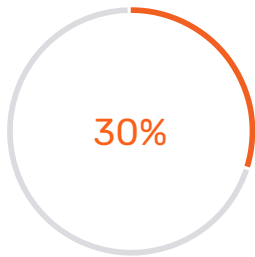
*Luca Dönni,
Multikanalmanagement & Digital Banking bei SZKB*



**Schwyzer
Kantonalbank**



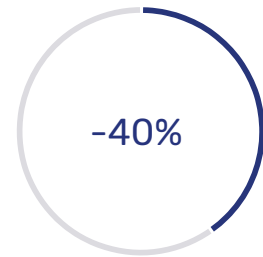
Results achieved



30% of support call leveraging Unblu



Average duration of a support call with Unblu



Reduction in call duration with Embedded Co-browsing

Before Unblu



Agent can take the opportunity of an embedded co-browsing session to educate the client and avoid future inquiries

After Unblu



Agent decides issue will be best handled with co-browsing

- Time needed to understand the issue
- Time needed to solve the issue

Call center use case

The SZKB call center is open from 8 am to 5/6pm during the week. Call center agents are responsible for answering incoming calls and emails.

Unblu is best utilized when clients have a specific question about their e-banking space. Unblu is fully integrated with SZKB's e-banking space and can be triggered by agents in a matter of seconds.

Once co-browsing is authorized by the customer, the agent will be able to see the customer's e-banking space and which part they are pointing at. It usually takes 60 seconds (instead of 4 to 5 min before the Unblu implementation) for the agent to understand the issue and start guiding the client through the solution.

Unblu is triggered for a third of all incoming calls and allows the SZKB call center to achieve an average call duration of 5-6 minutes.

Besides SZKB, Unblu works
with 80% of the Kantonal
Banks in Switzerland.

Want to find out more?

Visit www.unblu.com/resources to access webinars,
documents and use cases about our features and solutions.

If you have any questions, please email us at sales@unblu.com

