



Web Promises

CGI's Web Promises enables organizations to effectively transform traditional collections activities into online customer self-service capabilities and begin collecting more money immediately—without the need for additional staff or overhead.

Online self-service has become a routine part of collections strategies that are laser focused on improving the customer experience. Customers increasingly prefer to interact on their own timetable, without confrontation, via an agent-less, self-service method.

Web Promises is a web agent that provides the communication and validation link between bank-branded customer facing portals or IVRs and collections systems. This provides organizations with the ability to manage a high volume of collections activities, as well as scale to address changing business needs, without the need for additional staff.

WEB PROMISES ADVANTAGES

Web Promises helps you build communication channels that deliver significant business advantages, including the following:

- **Personalized customer experience:** Customers can manage their delinquency at their convenience via a non-confrontational, self-service method.
- **24/7 availability:** You can keep your customer self-service channel open 24x7, independent of your collections systems.
- **Fast, simple integration, and low-cost, fast payback:** Your organization can be up and running with Web Promises in less than two months.
- **Increased customer contacts:** Open a new communications channel that results in contacts from previously unreachable customers.
- **Focus on value-added activities:** Use analytics to target customers for self-service, freeing up collectors to concentrate on the most profitable accounts.
- **Real-time processing:** Provide customers with immediate feedback.
- **Seamless integration:** Web Promises can be tailored to work with most core collection systems, but is optimized for CACS Enterprise, CGI's market-leading collections system.
- **High flexibility and scalability:** Web Promises' service-oriented architecture makes it highly flexible and scalable, driving further efficiencies and cost savings.



ABOUT CGI

Founded in 1976, CGI is one of the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI professionals help clients achieve their goals, including becoming customer-centric digital organizations.

We deliver an end-to-end portfolio of capabilities—from high-end IT and business consulting to systems integration, outsourcing services and intellectual property solutions—to help accelerate clients' results.

CGI works with clients around the world through a unique client proximity model complemented by a global delivery center of excellence network to help clients transform their organizations and drive competitive advantage.

For more information, contact us at banking.solutions@cgi.com, or visit www.cgi.com.

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