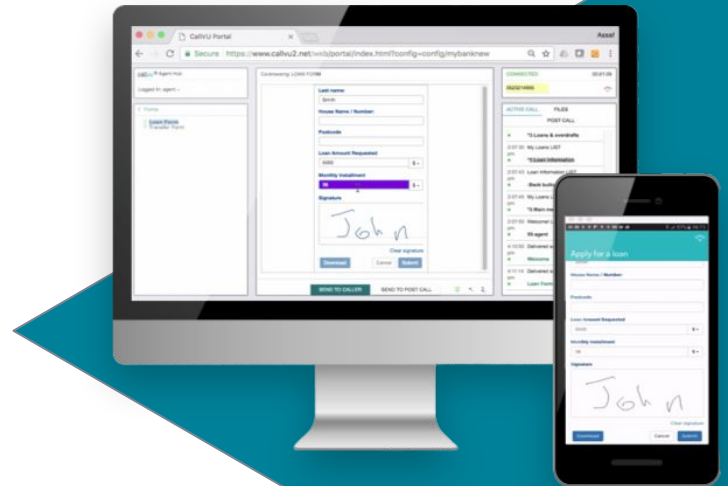


Enhance Client Interaction with Delta Capita Remote Engagement



Maximize the processes your customers can complete on their devices while speaking to your representatives, to achieve **quick resolution**, improve customer satisfaction and dramatically **reduce customer abandonment**.

Delta Capita works with you to define the right remote client engagement strategy and then execute, manage and operate the solution for you.



Solutions to improve customer engagement with every call...

On-device Collaboration

Share screens, share content and video chat with customers

On-device collaboration empowers agents to work together with customers on any device to provide hands-on, high-touch service.

By engaging in an interactive digital session, agents are able to resolve issues and convert sales more effectively.

Visual IVR

Extend and enhance traditional IVR with digital self-service

Deflect more inbound calls to self-service to lower costs and allow agents to focus time on the calls that matter most.

Our Visual IVR overlays rich digital media onto traditional voice calls to create an interactive journey that dramatically enhances self-service capabilities and the customer experience.

Digital Forms

Replace PDF and paper forms with intuitive digital workflows

Deliver forms to customers on any device and in any channel, even during a live call. Turn time-consuming applications, claims, orders and onboarding into coherent digital process that can be easily completed in real time.

1 For further information please contact:

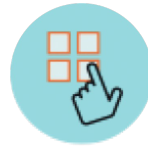
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Why deliver remote digital engagement with Delta Capita?



Scalable and enhanced platform which curtails cost curves as demand on processing deepens



Reduce risk of client abandonment due to complex processing



Minimise sales cycles and increase sales conversion rates while augmenting client experience



Entire process — from scope to execution in as little as two weeks

Select remote engagement clients



About Delta Capita

Headquartered in London with offices around the world, Delta Capita is a 'challenger' business & technology consulting and managed services provider.

What we do

We specialise in the financial services sector and work with many of the world's greatest financial institutions helping them comply with regulatory obligations, transform and simplify operations, reduce cost and adopt innovative business models and technologies.

We operate an **end-to-end consulting model**, including advisory, solutions and delivery capabilities, all supported by high-quality specialist managed services solutions.

