

Using technology to improve the call center experience for shareholders

While many shareholders today are more digitally adept, there are times when complex needs may require speaking to a service agent. Using advanced technology, we are continuing to improve the call center service experience for your shareholders.

We have incorporated AI and natural language processing into our call centers to interpret what a caller is asking. This is combined with skill-based call routing to connect callers with a specialized service agent, helping to ensure high-quality service and first call resolution.

For call center agents, the technology uses keywords and phrases to provide them with the information that is most relevant to servicing the inquiry, saving them time in searching for it and enabling them to resolve the issue more quickly.

As we reimagine transfer agent services, we continue to listen to feedback and enhance our solutions based on what matters most to every stakeholder.

The digital transfer agent experience is here. Computershare is leading it.

