



## Delivering World Class Customer Experiences

Poor customer service, support delays and lack of self service are all signs that it's time to modernize your customer service and meet the expectations of your customers.

## Support **Your** Customers and They'll Support **You**.

- Obtain a 360 degree view of your customers.
- Create a seamless, branded experience that supports your products & services, while building brand loyalty.
- Automate processes to increase efficiencies, reduce costs and enable self service.
- Engage with customers in more meaningful ways.
- Offer various levels of service, based on the relationships with your customers.

*“Cask helped us reduce 5 hours of manual tasks each day down to the click of a button, dramatically increasing our efficiencies.”*

*- T.J. Global Medical  
Device Manufacturer*

Start living up to your customer's expectations today: **866.535.8915**

# Cask Customer Service Solutions

## Benefits

Elevate customer service and drive growth with an effortless, connected & proactive digital experience that increases self service, revenue and brand loyalty while supporting the expectations of your customers.

## Process

- Strategic Vision = Sustainable Solutions Long Term
- Integrated Visual Communications = Ensures Adoption & Success
- More Efficient Processes = Less Time to Solve Issues
- Better User Experience = Improves Customer Satisfaction



CALL CENTER OPTIMIZATION



KNOWLEDGE MANAGEMENT



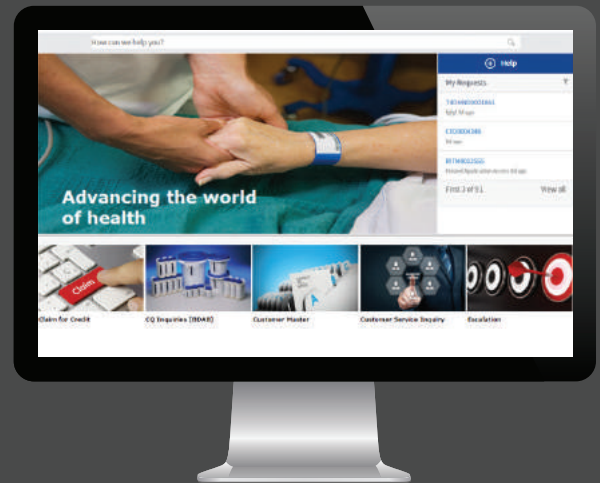
PRODUCT LIFECYCLE



CONSUMER EXPERIENCE

**Transform your customer service solution that incorporates efficient processes, consumer grade customer experiences and modern technology to drive results.**

*Cask provides advisory, consulting, and implementation services to large and small organizations across the globe.*



## Elevate Customer Experience

Cask elevated the Customer Experience for Becton Dickinson's Diabetes Care team through a Customer Service Management portal, built on ServiceNow.

As part of this overall solution, Cask increased operational efficiencies and significantly reduced time for the agents by creating an automated PDF that enabled their team to quickly generate custom templates, create dynamic schedules and respond to customers faster.

## Results

**90%** Decrease in Time and Effort from 5 hours per day to complete automation

**34%** Increase in Resolving Cases Faster

**20%** Reduction in Overall Cases

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