

FICO Customer Communication Services on AWS

Intelligent, Automated Two-way Communication



FICO aws  **competency**

Fair Isaac Corporation is an APN Advanced Technology Partner and AWS Financial Services Competency holder.

Industry Trends

Millennials, the largest population segment, are 2-3 times more likely than the general population to want mobile app notifications for credit limit warnings, suspicious charge alerts, and payment reminders. How will you support these mobile, self-serve methods?

Challenges

As consumer service expectations rise and consumers expand their use of different communication channels, organizations of all types — banks, utilities, auto manufacturers, telecommunications firms and insurers — are seeking ways to connect effectively at scale. FICO Customer Communication Services delivers intelligent, scalable, two-way, automated voice, text, e-mail and mobile app interactions, with a human touch.

Solution Overview



FICO Customer Communication Services

FICO Customer Communication Services – Collections is an intelligent, automated, two-way communication solution that allows businesses to reach out to consumers in real time using voice, SMS, mobile applications, and email. The solution utilizes data and analytics to efficiently engage with customers to quickly resolve missed payments, potential fraud or application abandonment, and maintain compliance.



Partner on AWS

Customer Communication Services can be rapidly and cost-effectively deployed Amazon Web Services (AWS). This option allows for flexible expansions, faster time-to-value, much lower TCO, and rapid deployment of new analytic capabilities, all while meeting regulatory and security demands.

Financial Services Partner Solutions

Discover scalable and secure Financial Services solutions that will empower you to achieve your business needs with Amazon Web Services (AWS) and AWS Partner Network (APN) Partners that have attained Financial Services AWS Competency designations. Customer ready solutions are based on architectures validated by AWS, include a combination of AWS services and APN Partner technologies, can be deployed quickly with solution accelerators to accelerate your cloud transformation.

[Visit here for more information.](#)

Benefits

FICO Customer Communication Services seamlessly integrates with enterprise debt management, fraud, and origination systems to maximize agent productivity, provide high quality and consistent customer care, and ensure regulatory compliance. Customer Communication Services reviews each customer's account history to identify the proper customer treatment path, selecting communication strategies that align to the customer's identified communication preferences. By intelligently automating two-way communications with auto-resolution via virtual agents, CCS provides a convenient option for customers to manage payments, resolve fraud, and move an application process forward.



Origination and onboarding

Improve applicant engagement and retention.



Collections

Increase right-party contacts and promises to pay, collect more at a lower cost, and deliver a great customer experience at scale.



Fraud

Reduce fraud losses and improve operations at a lower cost.



Multi-Channel strategies

Connect with customers over the right channel at the right time to drive results.

How It Works

CCS comes preconfigured with decision flows, rules, and scripts built by FICO that incorporate communication best practices utilizing FICO's 50+ years of domain experience in financial services, enabling you to implement the solution and see results quickly. CCS is also highly configurable, allowing companies to quickly drag and drop rules in a user-friendly interface, modify scripts and templates, and tailor the solution to company needs. Customer Communication Services was built with specialized connectors to speed time to value when integrating with enterprise systems and launch in market quickly.

Getting Started

[Contact AWS and FICO](#)
[FICO offerings on Solution Space](#)



About AWS: For 10 years, Amazon Web Services has been the world's most comprehensive and broadly adopted cloud platform. AWS offers over 100 services for compute, storage, databases, analytics, mobile, Internet of Things (IoT) and enterprise applications from 49 Availability Zones (AZs) across 18 geographic regions in the United States, Canada, Europe, Asia, Australia and South America. AWS services are trusted by more than a million active customers around the world – including the fastest growing startups, largest enterprises, and leading government agencies – to power their infrastructure, make them more agile, and lower costs. To learn more about AWS, visit <http://aws.amazon.com>.

© 2018, Amazon Web Services, Inc. or its affiliates. All rights reserved.