



Cognizant Managed Contact Center Services

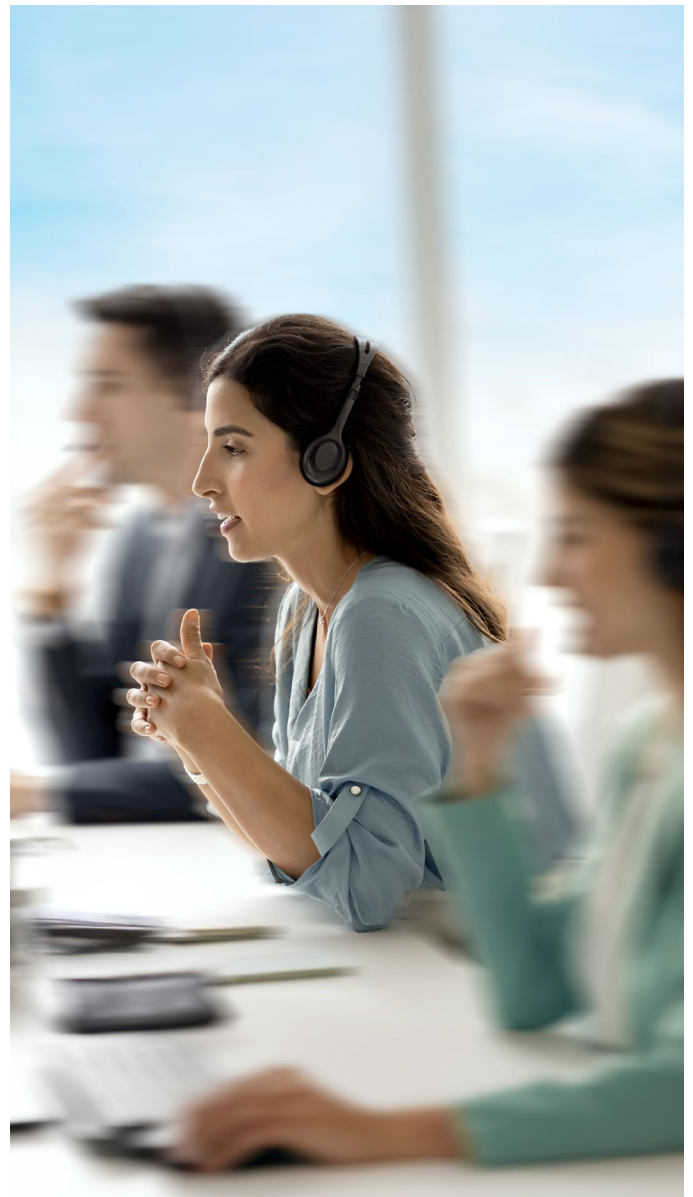
Your business moves fast. Your customer service should too. In strategic partnership with Salesforce, Cognizant is transforming the contact center experience for organizations across all regions. Our fully managed, cloud-native solution helps businesses of all sizes deliver customer service with agility, scalability and AI-powered intelligence—without the burden of managing infrastructure or licenses.

Solution overview

Legacy systems fall short of today's customer expectations. **Cognizant® Managed Contact Center Services**—built in collaboration with Salesforce—offers a scalable, agentic AI-powered solution that enables businesses across industries to deliver personalized, omnichannel experiences that drive loyalty. With intelligent routing and advanced analytics, our solution elevates every customer interaction and boosts agent productivity.

Projected outcomes—based on Cognizant experience and industry benchmarks:

- 30% faster time to market**
- 50% reduction in IT overhead**
- 25% lower operational costs**
- 25% decrease in Average Handling Time (AHT)**
- 10% reduction in Call Abandon Rate**
- 30% improvement in Self-Service Containment**



What sets our solution apart

Imagine delivering enterprise-grade service with the speed and simplicity of a startup. That's the Cognizant difference.

Industry-ready capabilities

Deploy faster with pre-built capabilities tailored to your industry

Seamless omnichannel support

Deliver a unified experience across voice, chat, WhatsApp and more

Agentic AI-powered automation

Resolve queries quickly with automated self-service workflows

Unified agent workspace

Equip your team with a 360° customer view and real-time insights with agent assistance

Salesforce-native integration

Connect your CRM and contact center for personalized, data-driven service

Why partner with Cognizant

As a top-tier global systems integrator, we don't just deliver technology—we deliver outcomes. Here's how our expertise makes the difference:

Outcome-based transformation

We modernize people, processes and platforms with a holistic, flexible approach to improve customer, agent and business experiences

AI-infused processes

We bring deep technology expertise to your specific needs so you can automate complex tasks, reduce customer effort and decrease call volumes with advanced self-service

Proven implementation expertise

As a trusted partner, we deliver complex, multicountry transformation programs and run contact center operations for global clients

Flexible managed services

Our pay-per-use model enables you to shift from CapEx to OpEx, driving greater financial agility and allowing you to focus resources where they matter most

Smarter service starts here

Cognizant® Managed Contact Center Services

Contact us

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