



Omnichannel Contact Engagement as a Service

Turn your contact center into an omnichannel command center

Better customer experiences. Lower cost.

In today's competitive global business community it's harder than ever to add, retain and grow revenue. Because customers are more demanding. And they want to engage how and when they prefer. It's an omnichannel world and it's moving fast.

Companies that use omnichannel strategies to provide best-in-class customer experiences will prevail. Retaining 90% of their customers. And growing revenue by more than 30% per year*. Creating a modern and nimble omnichannel enterprise requires lean but scalable technology along with the latest software and expert staff to go beyond the call. All working together.

Introducing Onvida.

Onvida's omnichannel contact engagement solutions are best in class. We bundle our cloud technology and advanced software with expert staff. Seamlessly. Delivered as a service, on one scalable platform. And we replace the inflexibility and cost of hard infrastructure with the simplicity and agility of the cloud. IVR, telephony, softphones and more. It's all there. With faster implementations. At half the cost.

Omnichannel automation empowers representatives

Onvida's omnichannel web software automates and routes all inbound and outbound channels including phone, on line, email, and social. Even fax and direct mail. And it empowers representatives with an "intelligent console" presenting a complete view of each contact on one screen. The result is more self-service, fewer calls and greater productivity. And more insight into performance from real-time dashboards.

Leverage Cognizant's worldwide team of professionals

What's more, services are provided by Cognizant's worldwide team of professionals with unrivaled expertise in omnichannel best-practices. Trained to deliver excellent customer experiences across every channel. From anywhere. Onsite, onshore and offshore. Let us extend and enhance your call center with our scalable team of agents, able to move beyond the call with true omnichannel engagement.

*The Aberdeen Group, March2015.



On-demand reporting dashboards

Onvida supports your specific business needs

Onvida solutions support many business applications. In healthcare, we connect doctors, patients, employers and health plans to improve the quality of care. In sales and marketing there's more revenue from better selling. And for helpdesks, it's more productive agents providing better service. Let Onvida help you modernize your contact engagement enterprise. And be more nimble. With lean and scalable technology, the latest software and the best people. All working together.



One solution. One platform. One partner.

Advantages of Onvida

- **Soft infrastructure** lowers cost and enables decentralized resources
- **Highly segmented**, personalized multichannel interactions improve customer experience
- **Configurable** platform speeds implementation
- **Real-time data** improves live service, efficiency and productivity
- **More insight** via analytics improves performance measurement and decision-making
- **Segmented data** drives personalized work queues and live interactions across all channels
- **Contact Engagement** via phone, smart IVR, site chat, and video chat
- **Multi-contact engagement** via conference calls and chat sessions
- **Detailed metrics** of all agent and end user activity, including audio & video recordings, and transcription
- **Driving more** self-service and reducing live interactions and costs

About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services, dedicated to helping the world's leading companies build stronger businesses. Headquartered in Teaneck, New Jersey (U.S.), Cognizant combines a passion for client satisfaction, technology innovation, deep industry and business process expertise, and a global, collaborative workforce that embodies the future of work. With over 75 development and delivery centers worldwide and approximately 211,500 employees as of December 31, 2014, Cognizant is a member of the NASDAQ-100, the S&P 500, the Forbes Global 2000, and the Fortune 500 and is ranked among the top performing and fastest growing companies in the world. Visit us online at www.cognizant.com or follow us on Twitter: Cognizant.



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