

Team Viewer Engage in Banking

# Intelligent support for the customer service center

## BKS Bank

### Initial situation

With a 100-year corporate history, BKS Bank AG is a traditional full-service bank headquartered in Klagenfurt, Austria. It operates banking and leasing business in Austria, Slovenia, Croatia and Slovakia.

In addition to excellent customer service, the financial institution is focusing on its digital transformation, which runs through all areas of banking - from product to service offerings for customers to complex internal processes. The foundation of our own online bank "BKS Bank Connect" was a major milestone on the road to digitization - it is the perfect complement to the branch network and allows customers to complete all their usual banking services online.

**Founding year:** 1922**Headquarters:** Klagenfurt, Austria**Locations:** 64 branches in Austria, Slovenia, Croatia, Slovakia**Industry:** Banking and leasing**Employees:** approximately 1,100**Balance sheet total 2021:** EUR 10.6 billion

### Challenges

Due to digitization in many sectors, the need for support services has risen sharply in recent years. In order to meet these requirements, BKS Bank's customer service center was put on a new footing. Previously, BKS Bank customers could only choose between the contact form, telephone or e-mail for questions. The website offered no self-service options and no chatbot, so even the simplest of inquiries had to be received and handled in person by BKS Bank's customer service center staff - an enormous effort that sometimes also caused longer waiting times for customers. Although BKS Bank had already used another remote maintenance tool for customer support on its banking website, it was not very user-friendly and required a download on the customer side, which was often blocked, especially by business customers. Accordingly, the first contact resolution rate (FCR) was low.

Support quickly reached its limits with many requests, as processing capacity was limited by the number of service staff. The goal was to achieve an increase in the self-service rate as well as a reduction in standard inquiries.

## Solution with TeamViewer Engage

**TeamViewer Engage** for Digital Customer Service provides BKS Bank with a solution that could be quickly integrated into the online channel and meets the high regulatory requirements in the banking industry. At BKS Bank, a chatbot processes customer inquiries via the website, relieving employees and reducing costs. In sales, the co-browsing feature enables visual context during consultations, improving communication.



## Result

The customer engagement platform supports and relieves the customer service center of BKS Bank.



Employee productivity has increased and waiting times in customer service have been reduced.



Available around the clock, 365 days a year, at any time.



Simplified communication thanks to the integration of TeamViewer Engage into the BKS Bank website. Using co-browsing, the customer service center employee can surf the website together with the customer, while the consultation takes place at the same time via chat or telephone.

## About TeamViewer

As a global technology company and leading connectivity platform provider, TeamViewer enables you to remotely access, control, manage, monitor and repair devices of all kinds. In addition to the high number of private users for whom the software is offered free of charge, TeamViewer has more than 600,000 paying customers and supports companies of all sizes and from all industries in digitizing business-critical processes through the seamless networking of devices: for example in the areas of remote connectivity, augmented reality, Internet of things and digital customer engagement.

Since its founding in 2005, TeamViewer's software has been installed on more than 2.5 billion devices globally. The company is headquartered in Göppingen, Germany, and employs more than 1,400 people worldwide. TeamViewer AG (TMV) is listed on the Frankfurt Stock Exchange as an MDAX company.

## About BKS Bank:

Founded on February 25, 1922 as "Kärntner Kredit- und Wechselbank Ehrfeld & Co," the bank can look back on a successful and eventful history. Its forward-looking business policy has proven its worth. Many challenges of the last 100 years have been mastered and used as opportunities. Thanks to its sustainable, strategic business policy, BKS Bank has successfully positioned itself as the most sustainable bank in Austria. [www.bks.at](http://www.bks.at)

## Contact

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