



CURATING EXCEPTIONAL CUSTOMER EXPERIENCES BY DOING IT BETTER.

NEXT generation digital CX solutions
powered by passionate people

probe
NEXT GENERATION DRIVEN

Probe Group has 40 years' experience in contact centre management and customer experience (CX) optimisation, specialising in designing and deploying multichannel, digital solutions for large organisations with complex CX needs.

Probe Digital creates unique CX solutions that combine the expertise of passionate people with the power of clever, cutting-edge technology. Our mission is simple: we exist to help our clients navigate the complex digital world that is enveloping modern business. We call this digital enablement, the Probe Digital way.



Businesses choose Probe to deliver their digital enablement because of these five key capabilities:

<p>CONSULTING-LED ENGAGEMENT</p>	<p>WORLD-CLASS CX</p>	<p>SCALABLE SOLUTIONS</p>	<p>TRUSTED PARTNERSHIPS</p>	<p>UNPARALLELED INDUSTRY EXPERIENCE</p>
<p>We build bespoke solutions, tailored to our clients' unique business needs, with less waste, lower costs, and faster (and larger) return on investment.</p>	<p>Our solutions are informed by the insights garnered from managing more than 12 million customer interactions per month around the world. Our practical experience managing customer conversations enables us to design and deploy better digital solutions.</p>	<p>We deliver rapidly scalable digital solutions for organisations with complex, high contact-volume requirements. We scope, design, build and deliver world-class, multichannel CX solutions for organisations of all sizes.</p>	<p>Our global network of trusted technology partners enables us to be vendor-agnostic. We bring the technology most relevant to your business to the table.</p>	<p>Today, we support clients across all industry sectors. We can call on relevant experience and use cases to support relevant, speedy deployment</p>

Delivering world-class CX solutions

Our promise as a business is to simply do it better. We will do it better for you by designing, deploying and managing digital solutions customised to your unique needs. We understand that every business and every customer interaction is unique. We will design for you. We will do it better for you.

Probe Digital designs and delivers:

- process simplification and failure demand eradication through 6-sigma powered business process reengineering
- user experience and customer journey design
- workforce optimisation design and as a service
- knowledge curation
- omnichannel platform deployment and optimisation
- unified agent desktop/agent-assist
- natural language speech recognition and biometric verification
- robotic process automation (RPA) solutions
- intelligent virtual agents (IVA)
- artificial intelligence/computational intelligence (AI/CI)
- advanced data analytics
- social media tools and management
- Internet of Things (IoT).



We also manage all types of conversations around the customer contact lifecycle, from consumer and B2B sales to order provisioning, customer service, customer loyalty, retention and collections and recovery.

customer service

order fulfilment and transaction processing

payment collections

technical support

inbound sales services

outbound sales services

channel management

customer analytics

customer retention management

performance management and reporting.

We are shared services specialists. Our solutions span technical help and support desks and finance services like accounts payable and receivable, fixed asset management and payroll. We deliver knowledge process services like content moderation, SEO/SEM, software, web and app development, healthcare, loan processing and mortgage origination, among others.

The Probe Digital experience

Probe Digital works with technology partners, advisory firms and clients across all industry sectors, constantly evolving our expertise and knowledge to help better serve and deliver insights to our valued customers.

Probe Digital has experience working with customers across industries including:

automotive

banking and finance

fintech

government

healthcare and insurance

retail and eCommerce

superannuation

telecommunications

transport and logistics

travel

utilities

entertainment



Partnering with Probe Digital

We are nimble. We are curious. We will listen and respond.

We don't just design solutions, we are global experts in managing real customer conversations. We call this process design informed by doing. We think that's unique.

If you're looking to optimise, enhance or extend your contact centre capabilities, Probe Digital is your ideal customer management partner. We will do it better.

For more information on how Probe Digital can help your business, contact the team today on 1300 177 623 or at www.probegroup.com.au