

Dynamic Case Management (DCM)

Implementation & Design Strategies

Tuesday, April 18, 2017

7:30am – 8:30am

(Delhi / Mumbai)



Dynamic Case Management (DCM) has emerged as one of the foremost client-centric solutions available on the IT market today. Our virtual member meeting will examine the risks, rewards, and productivity gains available through sound design and implementation strategies using DCM tools.

Dynamic Case Management, a logical interface to Enterprise Content Management solutions, gathers, compiles, and presents current information on the status of customer transactions, directly to the workstation. Customer Service Representatives are able to determine the immediate status of a client case in a customer service scenario and determine the next course of action the client should pursue. Regional clients such as the Government of New Zealand are already extensive users of DCM solutions to provide better service to constituents and other stakeholders.

Our speaker, Mr. Alex Stein, President and CEO of Eccentex Corporation (www.eccentex.com) will outline the benefits of DCM, and communicate how users in both the private and public sector can plan and deploy effective DCM solutions which raise the bar on productivity, quality, and level of service.

Location: **Via Virtual Member Meeting**

Date: **Tuesday April 18, 2017**

Time / Cost: **7:30am – 8:30 am / No Cost (\$0)**

Registration Link: **[Virtual Meeting Registration Link](#)**