



MORE CHOICES FOR YOUR CUSTOMERS, MORE CUSTOMER SATISFACTION FOR YOUR BUSINESS

The Omni-Channel Challenge and the Solution

Technology is such a big part of everyday life that it is fundamentally changing the way people do business. Today's tech-savvy customers want to choose how they communicate with your business. The channels they prefer can run the gamut from inbound customer-assisted or self-service voice to a host of non-voice options such as email, SMS texting, web chat, and social media. Companies are also choosing to reach out to customers more proactively, with

MAXIMIZE PRODUCTIVITY AND ROI WHILE PROVIDING FIRST-RATE CUSTOMER SERVICE

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automated outbound campaigns — either agent-assisted or self-service in nature — also across diverse communication channels.

What is the best way to integrate some or all of those diverse channels so that your business can maximize productivity and ROI while providing first-rate customer service?

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Not Your Vendor — Your Partner

At ConvergeOne, our goal is to earn your trust as an advisor and partner — someone you count on to deliver the very best solution based on your business and your goals. That means we sit down with you to thoroughly understand your business needs, objectives, environment, and pain points. We also want to know who your customers are and how they want to do business with you.

This commitment to truly knowing your business not only sets ConvergeOne apart. It also enables us to recommend a solution that will help you raise the customer experience to a whole new level — evolving your contact center from a cost center to a profit center.

A Solution Focused on Your Goals

Through our comprehensive portfolio of applications and services, ConvergeOne can deliver an end-to-end omni-channel contact center solution that will help your business:

- > Manage every interaction based on a customer's choice of communication channel
- > Create a single universal queue for prioritizing all interactions regardless of channel
- > Enable skilled agents to work across multiple channels
- > Route each customer to the best agent based on the agent's skills as well as the customer's preferences
- > Measure results and assess performance through centralized reporting across channels
- > See a 360° view of the customer experience across your business

The result is any time, anywhere, any channel service that will increase customer satisfaction, agent productivity, operational efficiency, and cost effectiveness.



ConvergeOne has a robust partner program that includes some of the top technology innovators in the industry, who work with us — and our customers — to deliver best-in-breed tools and strategies for the contact center.

All the Resources You Need

At ConvergeOne, our highly knowledgeable team of specialists are certified in multiple technologies and dedicated to supporting contact centers. That professional expertise combined with our flexible, personalized business model allows ConvergeOne to meet your needs at any stage of omni-channel integration, from design, testing, and deployment through ongoing maintenance, monitoring, and management.

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For more information on our omni-channel solutions for the contact center, please contact your ConvergeOne representative, visit convergeone.com, or call 888 321 6227.

