TRANSFORMING CUSTOMER EXPERIENCES

BRIDGING HUMAN INTERACTION AND TECHNOLOGY IN CONTACT CENTERS

The world revolves around elevating connected human experiences. Seamlessly blending human interaction and technology while addressing business challenges is vital. Customer experience sits in the middle of this, as leadership teams have organizational expectations that must be met.

STRUGGLE

A conundrum exists between modernizing to create total connected experiences, and worrying about today's tools, security, and infrastructure. All of this needs to be orchestrated in a way that is cost-effective and meets the business challenges of creating customer and agent/employee satisfaction. In other words, companies face being in a legacy environment that needs to modernize to compete.

This causes:

- an inconsistency of experience across and among the channels of communication,
- confusion to customers,
- employees and customers to leave, and
- the brand to suffers (e.g., loss of revenue and profitability).

Contact centers don't have enough personnel to meet the demand and need better tools.

RESOLUTION – C1CONVERSATIONS+

Use a platform that provides a persistent conversation. Voice, SMS, and Chat (automated and non-automated) that provide a basic understanding of the customer's intent, including humans and technology.

Ensure the business has insights throughout the processes, without sacrificing critical data on managing and realizing the customer experience.

Adopt a customer-centric focus. Our platform prioritizes seamless collaboration across preferred channels while capturing valuable data insights throughout the customer's journey. C1Conversations+ delivers an efficient, unified contact center experience.

Embrace our unique Generative AI IVAs, which allow for omni-channel, multi-lingual inbound and outbound interactions that streamline the flow of communication and provide contextual and intent-driven escalation paths to a human agent.

OUTCOMES

C1 has implemented, integrated, and orchestrated over 30% of US contact centers. With this level of expertise, we understand where the gaps lie, and we've created C1Conversations+ to fill those gaps.

C1 elevates technology through its global team of industry experts, engineers, and solution builders, enabling and empowering our customers to expand the human experience. C1 will guide your team through the complex layers of a successful deployment.

C1CONVERSATIONS +

C1Conversations+ is the combination of a cloud-native, advanced CCaaS and an IPaaS solution that revolutionizes and digitally transforms your customer and agent experiences while providing rich business insights. The combination of adaptable scalability, cost-effectiveness, and enterprise-grade security will meet any contact center's needs. Driven by Generative AI, with hundreds of microservices, we effortlessly integrate data and crucial workflows together to match your business needs. We simplify integrations and process orchestration, allowing you to meet increasing customer demands.

Modernize on an infrastructure that is scalable, reliable, secure, and highly available.