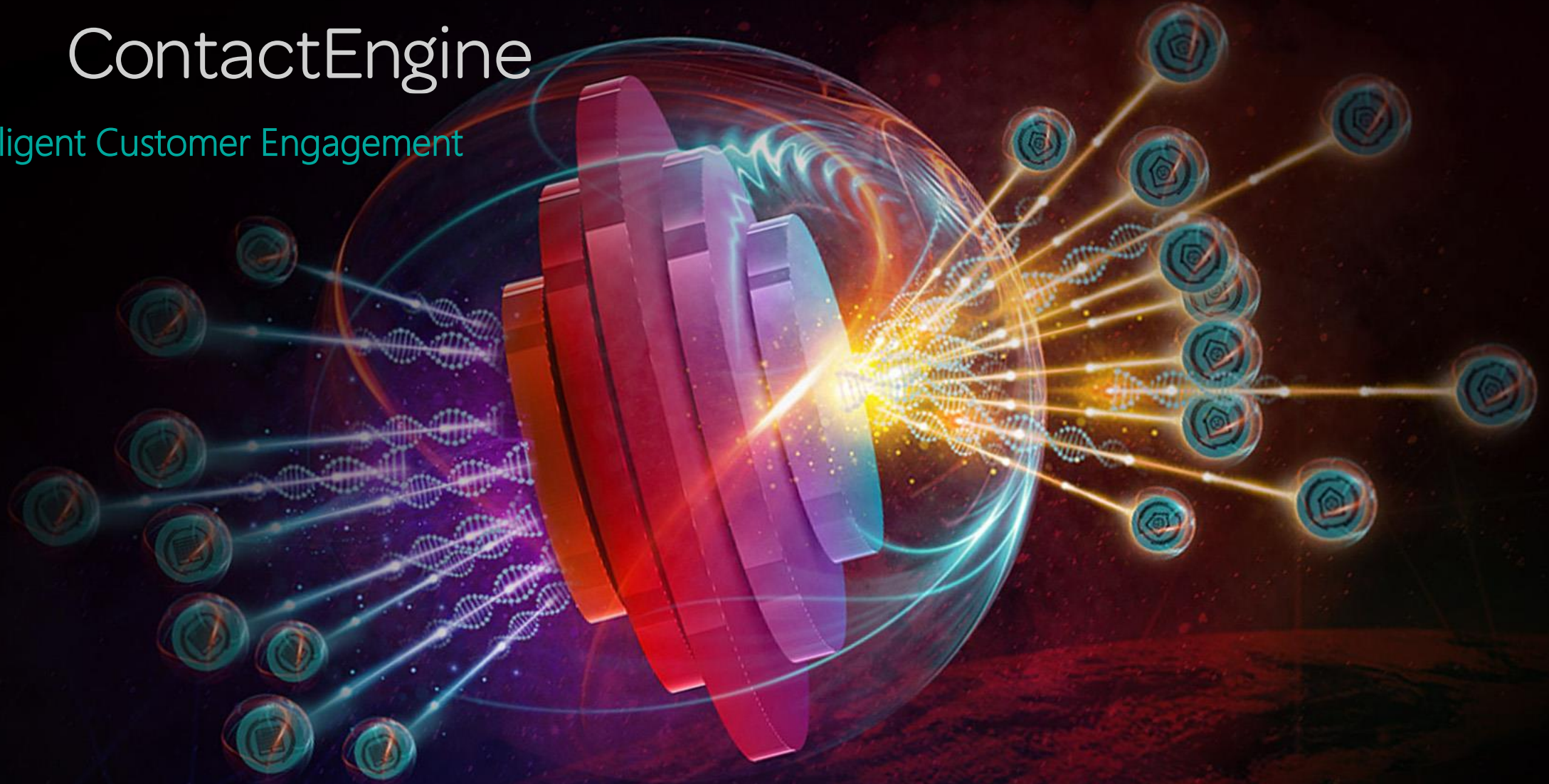
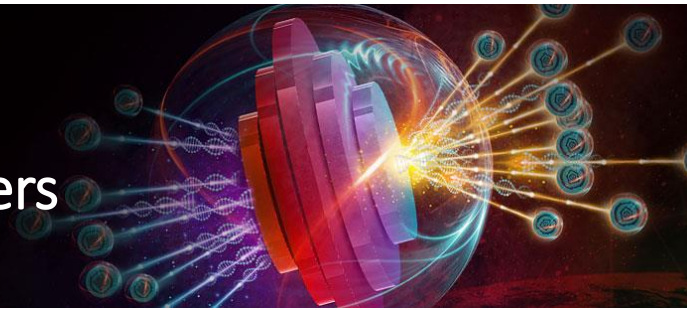


ContactEngine

Intelligent Customer Engagement



Organisations spend millions on outbound call-centres yet struggle to engage their customers



ContactEngine

Challenges

Broken communications lead to the incorrect actions, missed sales and frustrated customers.

- Engage less than 30% of their customers
- Expensive and inefficient human-staffed call centres
- Poor experiences that frustrates customers



Ideal Solution

An intelligent and automated conversation platform that transforms customer engagement by successfully contacting and interacting with customers

- Operational & resource allocation efficiencies
- Unified conversations across the customer journey, with lower costs
- Rapid, bespoke deployment with inbuilt flexibility



Desired Outcomes

A solution that delivers day-one efficiency savings, right-first-time action, optimal resource utilisation, and happier customers

- Call centre headcount reduction
- Significant operational savings
- Increase in customer satisfaction



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Intelligent customer engagement driving operational efficiencies throughout the customer journey

Day-one efficiency savings

- Automation of c.80% of outbound call centre
- Dramatic increase in right-first-time action
- Optimised utilisation of field teams
- Typical ROI of 15:1 with savings of £5m p.a

Conversations that work

- Proprietary communications mix using all channels to engage customers
- AI-driven personalised conversations
- Transact in channel (sell, confirm, retain) without human intervention

Exceed customer expectations

- Proactively serve customers before they need to contact you
- Agents focused on value adding activity
- Omnichannel makes life easy for customers

"Words can't express how impressed I am that we have beaten the original 10% repair truck saving suggested."

- Tarita Y. Miller, National Operations Control Center, Verizon

ContactEngine with Dynamics 365 on Azure

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Traditional CRMs require human agents to engage customers. Integrated in Dynamics 365, ContactEngine automates outbound customer engagement. Azure hosting ensures transactional speed across the globe with best-in-class security.

Solution Alignment

Seamless integration

Seamless integration enhances Dynamics 365 capability by intelligently automating customer engagement and subsequent back office transactions

On-demand scalability

Unlimited compute, storage and network capacity across the globe

Guaranteed security

High-security, fully-compliant data handling





"It's not often you come across a technology platform that delivers such immediate, measurable value. The ROI and improvements in customer experience that we've realised from ContactEngine have been tremendous, with a return on investment above 15:1 on cost-saving alone."

Paul Buttery, COO Virgin Media

Win Results

Conversations automatically triggered in lead up to home installation to confirm address and that customer would be present; with opportunities to reschedule

Automatic bringing forward of future schedule jobs to fill space created by rescheduled appointments

15% reduction in pre-install cancellations, increased field service utilisation