



MAKE CUSTOMER JOURNEY REWARDING

CDSS® (Customer Delight Solution Suite) is an engagement platform adequately infused with technologies to elevate user and customer experience – **it's flexible, scalable, secured**



product of

CONTINUOUS TECHNOLOGIES
INTERNATIONAL LTD



**Intelligence
Amplification**



**Customer
Experience
Optimization**



**Resource
Value
Maximization**



**Insight
Discovery**



**Service
Consistency &
Standardization**



Omnichannel Management

Enable full capture of comprehensive customer interactions through one single platform



Proactive Supervision & Real-Time Monitoring

Qualify real-time performance analysis and digitize supervision actions



eForm & Co-browsing

Enable seamless, secured and compliance-focused agent assistance



Augmented Assistance

Augment capabilities to automate routine tasks and increase operation efficiency via human-bot cooperation



Omni-Conversation Analysis (CA)

Facilitate data processing and insights generation from voice interactions of multi channels in multi languages



Cloud or On Premise

Support flexible deployment options

Augmented Tools



Omnichannel



**Customizable, Scalable
and Growable
Solution Suite that Fits
Business and Operation
of Any Kind**

Insight Fostering



CDSS[®]

REQUEST
A
DEMO



Partner with

