CONTACT CENTERS: POWER THE NEW CUSTOMER EXPERIENCE

WITH AUTOMATION

Contact Centers today are faced with challenges such as keeping up with changing customer demands and optimizing costs. Deploy omni-channel automation to streamline processes and improve the customer experience.

By 2025, 53.5% of customer interactions are expected to use self-service, coupled with AI and workflow automation to guide them to resolution.*

SELF-SERVICE

24/7

Allow your customers to solve issues on their own without taking up the resources and costs of agent support. Set up self-service options to address simple inquiries like hours of operation, balance checks, product information, and more.

NOTIFICATIONS

Keep your customers up-to-date with automated omnichannel notifications. Automate post-call surveys, order status, payment reminders, and other alerts through voice, SMS, or social messaging.

COMMUNICATIONS ROUTING

Get your customers to the right place at the right time with intelligent routing based on percentage, location, or time of day. Manage agent workloads with automated customer interactions that deflect incoming traffic.

Atmosphere® CPaaS delivers powerful and flexible cloud-based capabilities that can be integrated with your existing solution so you can innovate your contact center rather than replace it.

*Nemertes Research 2020