

VERINEXT CUSTOMER EXPERIENCE SOLUTIONS



DELIVER INTELLIGENT CX ACROSS ALL CHANNELS

From social media and digital brand presence to a modern contact center, the touch points essential to effective customer engagement are complex and plentiful. Brands realize their customers use multiple communication channels in their daily lives, checking social media posts, communicating with online chat tools or looking around shopping sites. Those brands that succeed execute intelligent omnichannel solutions to efficiently manage and control their brand presence across all communication platforms.



SATISFY CUSTOMERS WITH INTEGRATED, UNIFIED COMMUNICATIONS

Omnichannel means aligning your brand communication with how your customers want to talk to you. It is integral to delivering a stellar CX. Millennials, Gen Z, and really all generations expect super-fast response from a brand. Besides speed they want convenience, a knowledgeable answer and consistency of data as they navigate across digital channels.

Verinext answers these challenges with a full suite of unified communications, contact center and customer engagement solutions. We will help you identify all the elements you need for your particular business to deliver a superb customer experience. From the end user perspective, we take a fresh look at your engagement strategy and build an updated approach that will nurture stronger relationships and a more satisfying CX.



EFFECTIVELY NAVIGATE DIGITAL COMPLEXITY

With customer experience solutions from Verinext, you'll have the 24 x 7 support to navigate and execute applications in the array of digital channels that comprise CX. Verinext's experienced solutions teams will help you look at the options available to build an intelligent connected omnichannel system and custom design what will best support your business. We provide strategy and services in contact center, unified communications and in customer engagement.



UNIFIED COMMUNICATIONS

A modern contact center should span chat, text, email, social and voice gracefully. Verinext provides cloud-based, artificial intelligence (AI) infused options that deliver unified communications for your contact center. We help free up your IT staff while giving you the assurance of 24x7 monitoring and management.

Options include:

- Unified Communications as a Service (UCaaS).
- Communications Platform as a Service (CPaaS)
- Contact Center as a Service (CCaaS)



THE POWER OF AI IN ENGAGING CX

Integrating AI into your contact center can enable real-time, day-to-day adjustments to messaging, agents, queues, call paths, and more. Verinext works with you to evaluate and implement AI options like an Intelligent Virtual Assistant that utilizes AI and Natural Language Processing to let customers hold an intelligent, productive conversation with a voice bot. The bot guides customers to the best possible outcome quickly— without ever involving a live agent.

Virtual assistants are becoming essential to customer engagement as customers continue to attempt to manage the cost curve of customer service while simultaneously offering the convenience of email, chat or SMS. However, the larger goal of incorporating AI requires a more fine-tuned approach to CX: gathering data on customer behavior, requests and complaints to deliver the best possible experience. A data-led, 360-degree view of your customers will provide intelligence on purchases, returns, chats, customer service calls, emails, asset downloads, and payment data.



FULL SCALE ENGAGEMENT GENERATES SALES

Combining a unified communications platform with digital intelligence generated by AI will give a brand the best chance of building brand loyalty and increasing revenue. Your contact center, using a digital platform, can support the varied communication styles of customers. Unification will also help internally by centralizing functions that may be housed in multiple systems today.

Verinext has deep expertise across the spectrum of managed cloud services and can help you build a communications infrastructure that can support omnichannel customer activity. Additionally, through our network of AI partners we can integrate AI into your contact center to provide you with the deeper level of customer knowledge that is a requisite in our culture of digital consumers wanting convenience, but at the same time, an authentic connection with your brand.

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Let's talk about how Verinext can help you improve contact center operations and your omnichannel customer communication.

For more information on creating the best CX [click here.](#)