Nixxis Cloud Services

In partnership with

IN/TUATE group
THE EVOLUTION OF THOUGHT

Profitable Customer Interaction Solutions

More and more businesses are moving critical business applications to the cloud. The Nixxis Cloud solution gives organisations the opportunity, along with the rich functionalities and flexibility required to thrive in an ever-changing market. Whether you are a small scale operation not willing to invest too much money in hardware infrastructure, or a large enterprise paying hefty maintenance fees, the Nixxis Cloud gives you the power to deploy the latest technology without the risk of a large upfront investment.

Key Benefits

Increased Flexibility
Give your business greater agility and control, rapidly scale up or down to meat seasonal and growth requirements

Faster Deployment
Get up-and-running in 24 hours or rapidly deploy new capabilities

Minimal Upfront Capital Expense
Gain access to rich functionality with limited capital outlay. Spend smarter by paying as you go

Reduced IT Staff Requirements
Offload the complexity of upgrades, maintenance and disaster recovery allowing your resources to focus on strategic imperatives

An Integrated Solution

Nixxis Cloud connects the best contact centre technology to any existing CRM or ERP cloud-based services that you may have. You can create strategies to anticipate callers' needs and connect them to the right agent to ensure an excellent customer experience. We propose our own Asterisk gateways and telecoms interface as provisioning tools, but you can also provide your own. No software, hardware, switches or ACD's to deploy. It's the easiest way to make Nixxis Cloud your complete, all-in-one virtual contact centre.

Nixxis Cloud gives you everything you need to have the cloud communications and customer conversations that drive great service. Start by adding voice support, followed by routing strategies and voice response messages to give your customers the service they need quickly. Then track your performance with surveys and reports - all from within Nixxis Cloud.

• Connect customers to adequately skilled agents using skills- and profit-based routing
• Support business growth without infrastructure investments by scaling up from the cloud
• Create one place to manage all customer interactions through integration with Service Cloud
• Empower customer service representatives with the information they need to deliver great service via any channel

Innovative Solutions

Our innovative customer interaction solutions will allow organisations to quickly meet the changing communication needs of customers that are becoming increasingly demanding. Our mission is to develop innovative solutions to give our customers an edge over their competitors by continuously improving customer loyalty and reducing operational costs.

Nixxis Interaction Engine

The Nixxis Interaction Engine delivers the whole range of interaction tools for your present and future business solutions. Based on IP technology and open interfaces, the Nixxis Interaction Engine is deisgned to function in a truly distributed and virtual mode, offering unmatched productivity, flexibility and security - turning your contact centre into a virtual IP interaction centre.

The solution is available for private deployment (intranet) or in ASP mode in hosted carrier class data centres. The complete web-based solution allows easy deployment for home workers and new sites. Agents, authorised supervisors and administrators can gain access through simple IP connections.

Get in touch

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