Nixxis Digital

Omnichannel Platform

Next Generation Ultimate Customer Experience Solutions

Omnichannel is not about responding to customers communication preferences; it's about adopting a smarter way of working. Nixxis Digital omnichannel platform is designed to help you to cut through the noise and meet the customer at any time, on any channel, meeting them where they are in their customer journey.

Nixxis Digital is the most complete Omnichannel solution, integrating more than 35 apps.

For Contact Centres that want to meet their customer where they are.

Nixxis Digital is the **most complete omnichannel contact centre solution available**, integrating over 35 apps and platforms, giving you unprecedented reach. Even though there is support for numerous channels, Nixxis Digital simplifies contact management by bringing contact from different channels into **a single inbox**, having the same "look and feel" whatever the channel. This **reduces agent training time** and makes using the platform **intuitive** and **simple**. Our **dynamic queuing engine** assigns contact to agents based on skills and availability, maximising your SLAs at all times.

Whether you deploy "omni-agents" that can work across all channels, or have teams of agents dedicated to single channels, you can offer each **agent a single view of the customer** so they can have an appreciation of the customer's contacts across all channels. A fully-featured **knowledge base** is seamlessly integrated into the solution, which is complemented by our **AI-powered natural language understanding engine**. The engine reads the customers' text communications and suggests relevant knowledge base content automatically to the agent.

Nixxis Digital also **works seamlessly with Nixxis Conversational AI** product to allow agents to take over and hand conversations back to the AI engine, increasing efficiency and meeting customers' expectations to be able to self-serve without waiting in queues for agents to respond. For customers that want to **increase efficiency and customer satisfaction** whilst lowering customer effort, Nixxis Digital is the serious choice for contact centre leaders.

Key Benefits

- **Single view of the customer**: Regardless of how many conversations they have had across any channel, meaning they can communicate with you in the way that they want to.

- **Smart routing**: Deliver interactions from any channel to the right person, in one single inbox with a full history of engagement.

- **Bots and AI combined:** More than 30% of your interactions can be handled directly by our AI-learning robots by letting them read exchanges with your agents.

- **Integrated knowledge base**: Build your own knowledge bases automatically or import them.

- **Boost CSAT**: Increase First Contact Resolution rate through single view of the customer journey.

- **Actionable insights**: See pinch points and SLA trends across all channels in one place, in real time. Contact tagging provides understanding into root causes driving contact and resolution rates.

- **Open Platform**: Integrates with many third-party systems including integration with CRM's or ERP's. Enabling new channels is simple, allowing you to increase reach as and when your organisation needs them.

- **Seamless**: Move transparently across any other channels.

- **Enterprise Security & Controls**: Privacy by design and native GDPR compliant.

Mass Digital Communications

Contact centre leaders are acutely aware of the risks of introducing not only new technology, but **new communication channels** into the contact centre.

Handling social media channels, where agents' mistakes or heavy-handedness are visible to potentially thousands of people understandably causes nervousness.

That's why we have designed Nixxis Digital to make it easy for contact centre leaders to **match agents' natural skill sets and personalities** with the channels that will generate success for your organisation. Take Facebook for example: Most vendors consider Facebook as one channel, when in reality it provides one-to-one communications (chat, voice and video) along with traditional social media conversations (groups, posts, comments, reactions and so on).

Nixxis' unique approach looks past the individual platforms to enable contact centre leaders to group channels in an agent centric way; which we call the five pillars of communication:

- **Voice**: The traditional channel of the contact centre – one-to-one with high levels of urgency & responsiveness.
- **Video**: A channel that is being increasingly adopted to create a premium customer experience. Since video is far more intimate than voice, agents have to be confident in it.
- **Email**: Traditional channel that has much lower response expectations with consumers; allows for complex, longform text and easy inclusion of third parties into the conversation.
- **Messaging**: Any form of text-based chat that is primarily one-to-one (e.g. web chat, WhatsApp etc.). Hyper efficient, these channels can be handled in parallel so multiple conversations occur simultaneously. Agents must have accuracy in their grammar and understand how to create empathy without tone of voice and avoid ambiguities of language.
- **Social Conversation**: Typically, a one-to-one conversation that is viewed by many people. If a conversation is handled incorrectly, it can quickly become a one-to-many as consumers can form a "pack mentality" and attack the brand.

Nixxis Digital allows you to train, deploy and monitor your agents as they adopt a new pillar of communication – allowing you to align agents' skill-sets and personalities.

An Open Platform

Our omnichannel platform provides a single integration point to CRM's, ERP's or your own development **consolidating data from all current and future channels**.

Agents are able to transfer customers between channels, if required, and can view an engagement history across all channels.

Nixxis Digital Omnichannel features **unified dashboards** for all channels, synchronous and asynchronous. It enables contact centre managers to provision a single team for all digital channels.

Agents can carry out **multiple engagements across different channels, simultaneously**.

How can you help optimize your Customer Experience?

Corporate Headquarters	
54 Avenue Louise B-1050	
Belgium	+32 2 3070000
Argentina	+54 11 53528223
Australia	+61 261 452465
Austria	+43 720 884020
Bahrain	+973 16198075
Brazil	+55 61 37172952
Bulgaria	+359 2 4925088
Canada	+1 613 6999163
Chile	+56 3 5332619
Denmark	+45 89881909
Finland	+358 9 42450470
France	+33 1 76431067
Germany	+49 30770191489
Greece	+30 21 11983751
Hong Kong	+852 58084194
Israel	+972 2 3721678
Italy	+39 06 94803617
Japan	+81 3 45209652
Mauritius	+230 698 88 96
Mexico	+52 55 36877100
Morocco	+212 6 03828222
Poland	+48 22 3072165
Portugal	+351 30 8803633
Romania	+40 316 300642
South Africa	+27 11 302 1200
Spain	+34 91 1238668
Sweden	+46 8 52500440
Switzerland	+41 31 5280514
The Netherlands	+31 33 763 03 03
Turkey	+90 212 312 17 87
United Kingdom	+44 203 6086734
United States	+1 202 3791191
Vietnam	+84 4 73014512

**www.nixxis.com
sales@nixxis.com**