### 3 Ways Technology Can Improve "The Contact Centre"

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#### 3 Key Technologies - Business Needs - Outcomes



# **5** - Customer experience / Journey mapping – know how you are dealing with the customer and their "customer effort".



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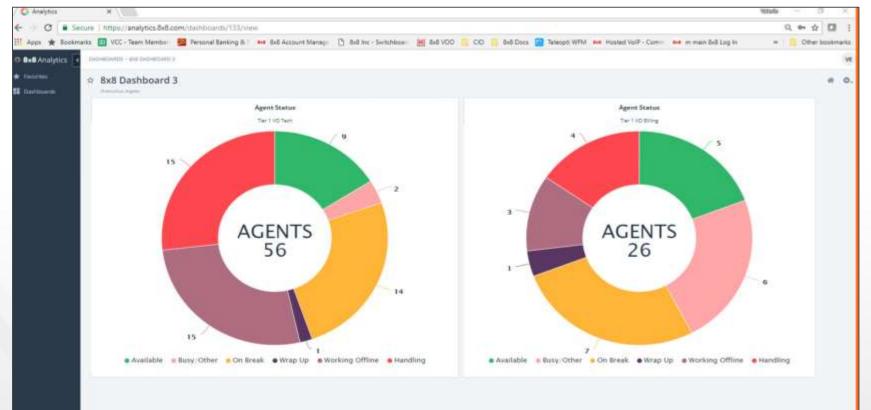
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## **5** - Customer experience / Journey mapping – know how you are dealing with the customer and their "customer effort".

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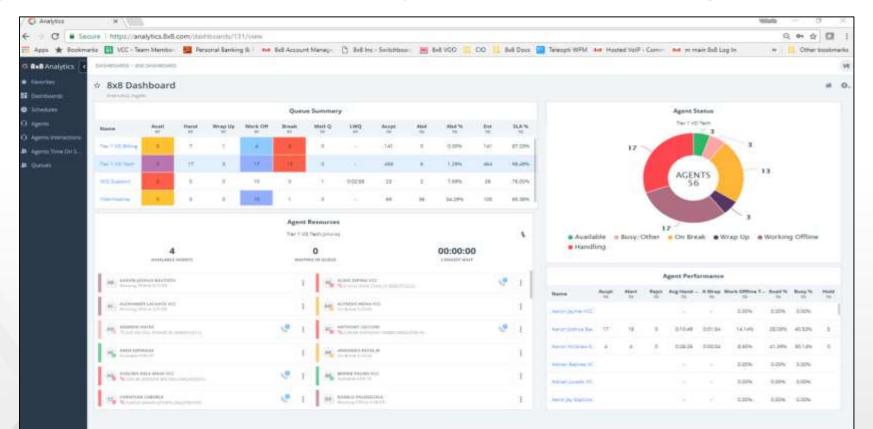
## Poll – Question





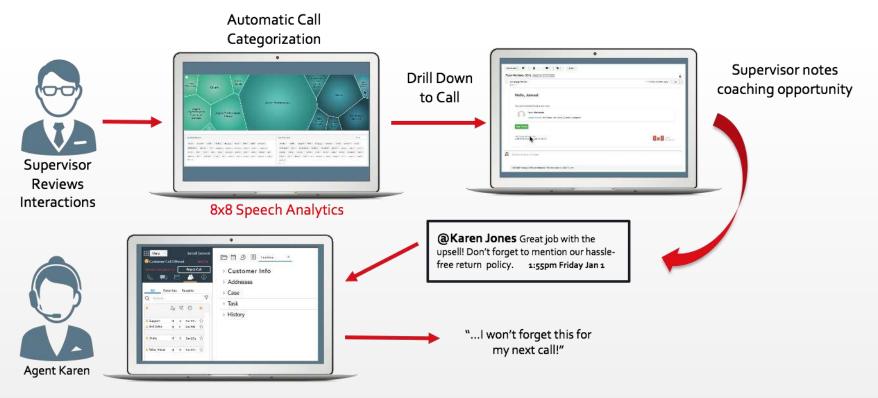
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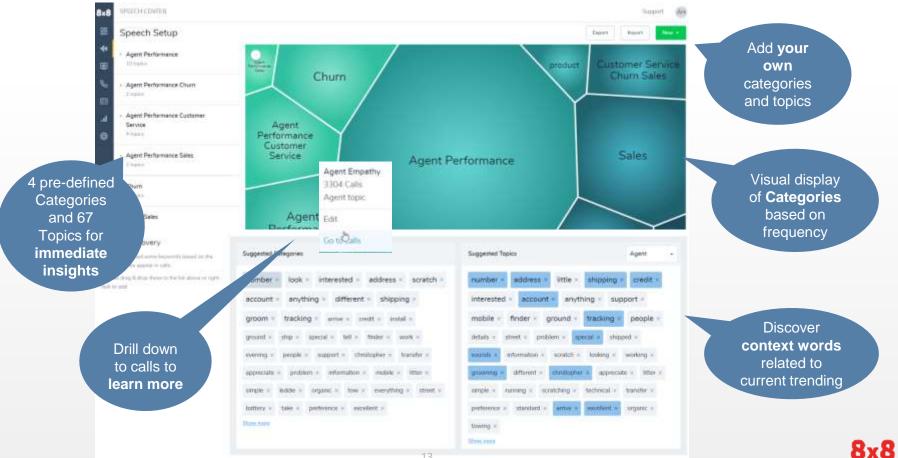


## Poll – Question

### 7 - The Completely Collaborative Customer Experience Quality Management and Speech Analytics



### 7 - Speech Analytics Reveals Interaction Trends



### 8x8 X Series

### **One System of Engagement**

X4



#### More intelligent customer interactions

- •Integrated voice, email, webchat and social
- Advanced speech and interaction analytics
- Predictive outbound campaigns
- •Quality, collaborative performance mgt

#### Speed to resolution

One-click subject matter expert access

X8

- •CRM integration
- Customer engagement analytics

#### Integrated global engagement suite with analytics

- •Unlimited global calling across 46 countries
- •Cross-platform team messaging
- Interaction analytics

### **One System of Intelligence**

#### Efficient, intelligent engagement

- •One click from voice to chat to video
- Google integration

X2

Mobile to desk/conference phones to desktop