VERICALL - CX OMNI-CHANNEL SOLUTION DESIGN

WHAT YOUR CUSTOMER NEEDS - WHEN THEY WANT IT.

VeriCall

People **Technology** **Solutions**

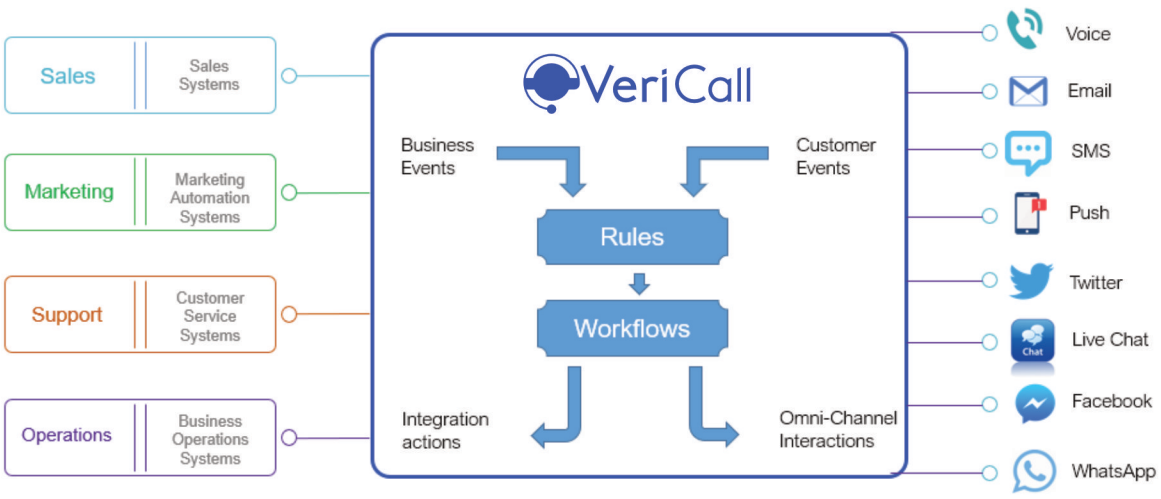
VeriCall's approach to Omni-Channel CX solution design consists of consultation, analysis and business change methodologies, which also includes specific industry and regulatory alignment.

As technology evolves, demands on the business and staf intensify, and a positive user experience becomes key - every company needs to embrace transformative methodologies, reduce their total cost of ownership and implement CX solutions that will differentiate them from the competition

However, for most businesses it's very complex trying to manage and orchestrate their Contact Centre and business communications

- Their IT department and Operations can't work fast enough to keep pace with frequent change and business demand
- With so many channels, vendors, API's and business systems
- in use there is no single point of orchestration or integration

That's where Vericall can help you by doing it all for you and providing Omni-Channel solutions that work.



CYBER ESSENTIALS CERTIFIED PLUS

BEST CUSTOMER SERVICE 2020 TOP RANKING PERFORMERS IN THE CONTACT CENTER WORLD

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WE ARE GOLD WINNERS

www.vericallsolutions.com

„TECHNOLOGY IS BEST WHEN IT BRINGS PEOPLE TOGETHER"

MATT MILLENWEG

VeriCall

People **Technology** **Solutions**

VeriCall embraces both people and technology and brings them together with innovative and intuitive solutions to, essentially, make engaging with your customers easier and more efficient – AND, of course, more cost effective!

We help you keep pace with change and demand by making sure we are constantly evolving and blending Artificial Intelligence (AI) and mobile and digital technologies with highly trained and motivated people that offers your company a 24/7, 365-day range of services.

At VeriCall's Engagement Hub these elements are combined to provide you with industry leading solutions that can work with any size of company from Micro to SME to Enterprise. Our solutions are tailored for you and include:

VeriCall Solutions

- Secure and PCI compliant payment infrastructure for a low monthly fee that enables companies of all sizes to become onboarded in 24-48 hours instead of 3-4 weeks. De-risk your business in record time
- A bespoke platform with enhanced CX through intelligent transfer from AI powered omni-channel contact solutions that ensure contacts are never missed whatever the volume
- VeriCall have partnered with Elavon to provide acquiring services including MIDs, TIDs and Payment terminals via full end to end payment solution.
- Speech recognition and intelligent call routing using Google and Alexa
- Workforce management and telephony
- CRM system with built in intelligent knowledge base
- Omni channel solutions including secure payments in social messaging

VeriCall Engagement Hub - BPO Services

- Full BPO providing skilled agents across Omni-Channel
  at a price you can afford with flexible, transactional pricing models
- Tailored multi-level reporting
- Outsourced outbound calling campaigns
- Multi-channel chat, self-service and proactive customer contact

Pippa the PA

- Efficient telephone answering for the small and medium sized business with fixed fees or on demand PAYG and Omni-Channel integration too

Our partners are the names you know and trust – Amazon, Elavon, Google, IBM, Microsoft – to enable the best level of technical support. VeriCall offers a full range of end-to-end services that will provide you with the experience YOU need – simplified!

amazon Elavon IBM Google Microsoft

To find out more about any of these services just contact us.

www.vericallsolutions.com