

# Customer Contact

Engage every customer with our omni-channel contact centre solutions

When you're handling hundreds or thousands of interactions with your customers each day, you need a solution which is right for every customer, which builds relationships and boosts profits. We offer contact centre solutions that bring your communication channels together – keeping them consistent and engaging for customers, and easy for staff to use.

## Meeting customer expectations

In today's connected world an agent on the phone is no longer enough. Customers want to interact through self-service, web chat, email and social media messaging. On top of this a consistent customer experience is key - however your customers contact you, they expect a joined-up experience.

We are often approached by businesses who are finding their competitors are already offering omni-channel experiences and self-service solutions, underpinned by Artificial Intelligence, to improve workflow and reduce costs. It's our job to make sure you don't get left in the dark with a tailored customer contact centre that meets the need of your business, and your customers.

## Get the competitive edge

Get business intelligence that helps you to understand the customer experience, improve workflows and get ahead of your competitors.

Our customer contact centre solutions provide you with a range of analytics and metrics – including website tracking, call reporting, and queue and agent performance.

## Benefits

✓	<b>Find a contact centre solution that works for your business</b> - our team will source the right solution elements and customisations for you
✓	<b>Deliver consistent experiences, tailored to each customer</b> - customers can choose how they interact with you
✓	<b>Improve workflow, increase productivity and reduce costs</b> - one interface to manage all customer interactions
✓	<b>Minimise downtime</b> - with a resilient solution and support from our team of dedicated collaboration experts
✓	<b>Monitor and improve performance</b> - get business intelligence on agent and customer interactions

## Why N4Engage?

We've been providing collaboration solutions for over a decade, and we're recognised for delivering them with expert technical knowledge.

We're one of only a handful of organisations to hold the Cisco Cloud & Managed Service Provider designation, and an even more exclusive Cisco Powered Hosted Collaboration Service (HCS) accreditation. This means we regularly undergo rigorous third-party audits of our operations, verifying that we have the expertise to provide reliable, secure and supported collaboration solutions.

For more information on our Customer Contact solution or other products and services we offer please call our team today on 0115 748 8000 or email us at [hello@n4engage.co.uk](mailto:hello@n4engage.co.uk).