



**CONNEX
ONE**

**PLATFORM
INTRODUCTION**

CONNEX ONE

PLATFORM MODULES



CXM - TRUE OMNICHANNEL COMMUNICATIONS

The Connex One platform enables organisations to handle interactions across phone, SMS, email, web, social and live chat. Integrating seamlessly with your CRM, your agents can pick up conversations where they left off, increasing the volume of tickets they can get through.



DIALLER

Whether you want to increase call volume or nurture customer journeys, your business can take customer interactions to the next level with Connex One. Equipping agents with next-generation dialler technology to increase productivity, customer satisfaction and sales revenue.



CENTRALISED REPORTING AND ANALYTICS SYSTEM

The Connex One Reporting and Analytics suite provides compliance, productivity and improves efficiency. It also reduces errors by utilising a centralised orchestration and workflow engine to enable visibility throughout the business with advanced reporting and insight tools.



ATHENA AI AND AUTOMATION

With our proprietary AI system, coupled with the Connex One platform as a whole, clients can revolutionise the way they interact with their customers through speech analytics, sales AI, live chat and more.



FORM BUILDER

Create incredible user journeys your customers will love. Easily create and customise dynamic online forms with a user-friendly design canvas, drag-and-drop controls, and advanced business logic.



WORKFORCE OPTIMISATION

Empower teams and build empires with The Connex One Workforce Optimisation tool. Monitor quality and performance to respond to the peaks and troughs in real-time to maximise team productivity.

CONNEX ONE

ACCOUNT FEATURES



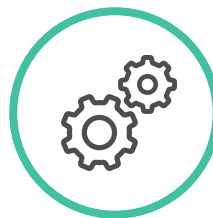
**24/7 Tech
Support**



**Full system
scalability**



**Cost
optimisation**



**CRM and API
integrations**



**Ongoing feature
releases**



**Cloud based
technology**



**Appointed
account manager**

RELIABLE CLIENT SUPPORT

The Connex One Platform powers over 15 Million interactions each day for multiple companies around the globe, and our support staff are always on hand to help.

Whether you've forgotten your password, need to set up a new user or are experiencing issues, our dedicated team will be on hand to maximise your up-time whenever you need them.

FULL SYSTEM SCALABILITY

The Connex One platform is made to grow, and not just in agent numbers, but on a global scale too! Whichever territory you venture into, our systems and support will be right there with you whether you have 10 users or 100,000.

SECURE & COMPLIANT AS STANDARD

When dealing with masses of data, hi-spec tech and sensitive information, it is paramount that you can rely on our systems and trust us to maintain a robust and secure platform.

The integrity and security of our your data and services is our top priority, which is why our team continues to achieve and maintain the highest security standards across the industry.



HM Government
G-Cloud
Supplier





THANK YOU.

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