

CONTACT CENTRE

CLOUD PLATFORM, OUTSTANDING CUSTOMER EXPERIENCE

Lexel's Contact Centre solution features the world's #1 cloud customer experience platform - NICE CXone. It combines best-in-class omnichannel routing, customer analytics, workforce engagement, automation and embedded AI, on an open cloud foundation.

Contact centre employees work from a single, consolidated interface with a common view of each customer's journey. Predictive analytics and embedded AI mean your team can resolve issues faster, personalise each experience and create deeper loyalty with your customers. The cloud platform ensures you're always benefiting from the latest feature updates.

Lexel's Unified Communications team will scope and deploy a cloud contact centre that ensures your organisation delivers an outstanding customer experience every time.

CUSTOMER BENEFITS

- **Omnichannel routing.** Offer customers their choice of communication method (phone, email, web chat, SMS, social media or video).
- **Personalised experience.** Improve customer loyalty by delivering a personalised, consistent service across all channels.
- **First contact resolution.** Ensure customers get the response they need, the first time, through intelligent skills based routing. Match customers to the right agent with a unique call flow based on skills and personality.
- **Improved service levels.** Improve service levels through real-time interaction, monitoring and coaching of agents.

Scale and operate with confidence while enjoying greater reliability and security, that can be fully integrated into your Office 365 platform.

<p>Microsoft Partner</p> 	<ul style="list-style-type: none"> Gold Cloud Platform Gold Cloud Productivity Gold Collaboration and Content Gold Data Analytics Gold Data Platform Gold Windows and Devices 	
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BUSINESS BENEFITS

A cloud contact centre delivers a range of benefits for your organisation:

- **Easy monthly payments.** 100% OpEx provides greater flexibility to increase or decrease capacity.
- **Reduced agent onboarding and attrition.** Improve performance and retention with a simple, intuitive interface that provides agents with the tools they need to achieve targets, minimise stress and expand their capabilities.
- **Optimised staff resources.** Deliver comprehensive reporting and utilise AI-powered automation for repetitive processes.
- **Add products and capabilities quickly.** As needed, for as long as you need them.
- **Greater security.** Work confidently with the highest levels of certified security at every layer.
- **Expert support.** Receive 24x7 support from Lexel's New Zealand based technicians, 365 days a year.



Talk to Lexel today about taking your Contact Centre to the next level