alisys

Alisys Cloud CX ✔✔

Alisys Cloud CX is the web solution that enables the use of instant messaging channels for customer service in an integrated way.

Contact now

Channels

- WhatsApp
- Facebook Messenger
- Twitter
- Telegram
- Webchat
- CX Messenger
- Email

Characteristics

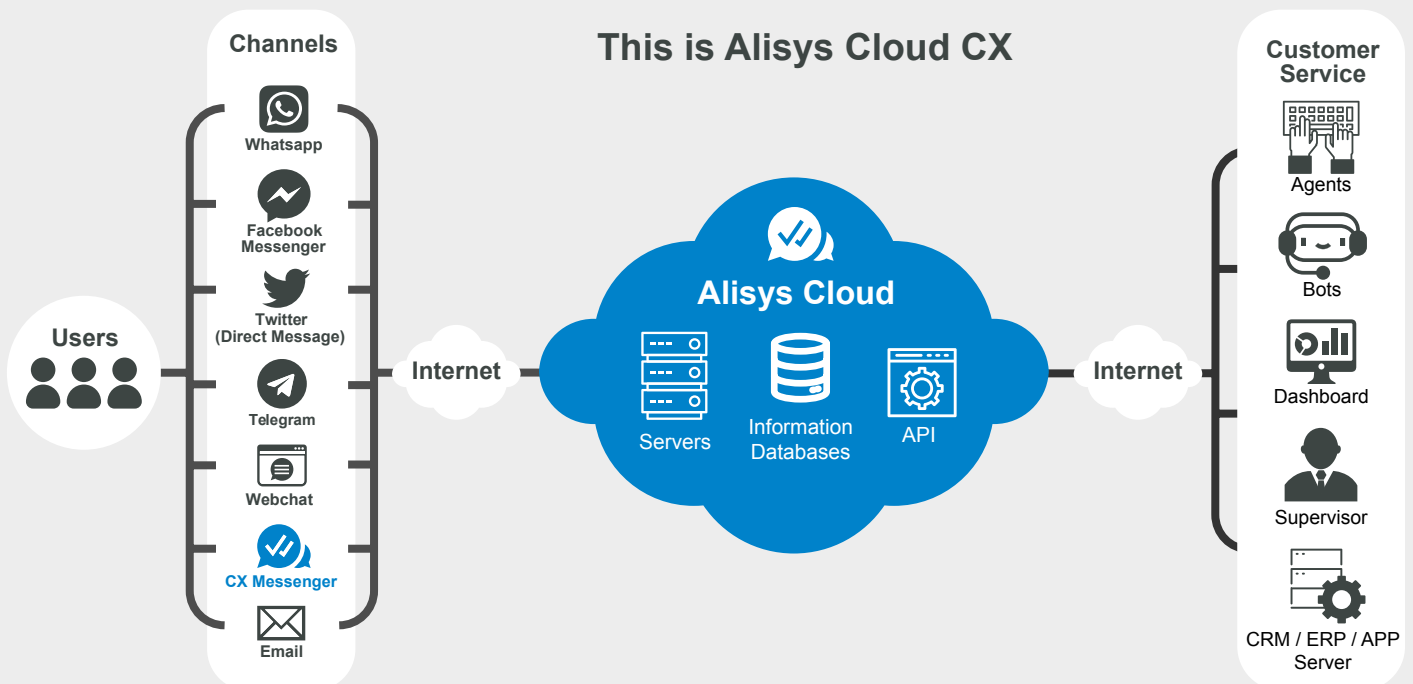### Consistency in customer relationships

The combination of customer databases and multi-channel history makes customer service a coherent and continuous process, regardless of the media and parties involved in the different interactions.
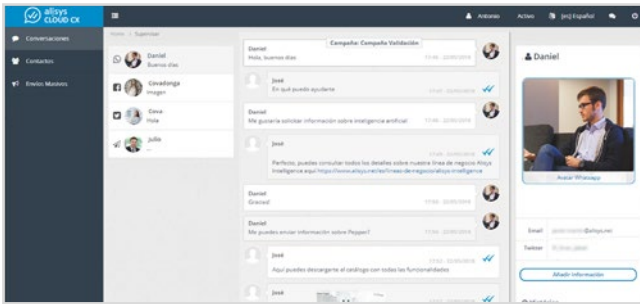
Ability to adapt to demand

Alisys Cloud CX manages customer support teams in a unified manner. Standard contact center indicators, such as Service Level or Average Operating Time, take on a new dimension by integrating multi-channel information, enabling optimum resource management.

API Availability

Integration with CRM/ERP, other contact center software or incident management platforms.

This is Alisys Cloud CX

Channels
- Whatsapp
- Facebook Messenger
- Twitter (Direct Message)
- Telegram
- Webchat
- CX Messenger
- Email

Users

Internet

Alisys Cloud
- Servers
- Information Databases
- API

Internet

Customer Service
- Agents
- Bots
- Dashboard
- Supervisor
- CRM / ERP / APP Server

Agent view panel

Alisys Cloud CX: Agent Panel, conversations

Supervisor view panel
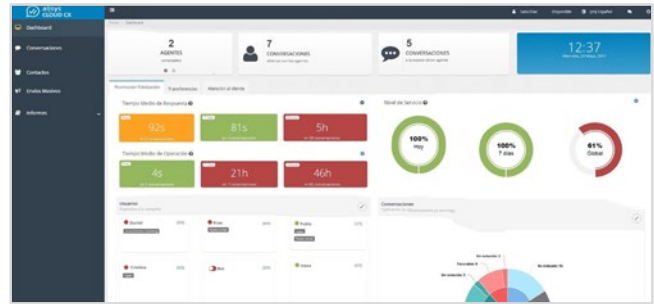
Alisys Cloud CX: Agent Panel, contacts

Use case

Cloud CX for the Retail Industry

Omnibus solution for the customer service of a retail company. Management of email, WhatsApp, Facebook Messenger and Telegram from the Cloud CX platform and certification of conversations between agents and customers. Premium support for incident management in a maximum period of 2 hours.

Outstanding features

Channels

- Instant Messaging.
- Webchat.
- Social Media.
- Email.
- CX Messenger.

Bots for customer service

- Automation of the daily tasks of the Customer Service Department.
- Efficiency in Customer Service processes.

Simultaneous translation Multi-language interface

Application of Artificial Intelligence to the automatic translation of final messages.

Multichannel client database construction

- Phones, email, social network profiles, geolocation, etc.
- Multichannel history of customer interactions.
- Incorporation of business data from corporate systems.

Unified management

- Online administration of multiple campaigns.
- Distribution of conversations based on skills and channels.
- Support for multichannel blended modes.
- Conversation classification.
- Conversation transfer.

Integration of payment methods

It allows launching a web application to the user to manage payments.

Contact Center reporting and measurement

- Tracking of agent activity, including access to all conversations in real time.
- Dashboard and exportable report generation with evolution of key indicators:
  ○ Service Level (SL).
  ○ Average Response Time and Average Operation Time (AHT).
  ○ Degree of customer satisfaction.

Conversation certification

Alisys Cloud CX allows you to certify the content of conversations held through any channel, on a probationary basis against third parties. Certificates are generated on demand and can be immediately downloaded in PDF format.