



Smartz Solutions Cloud-based, Omni-channel Contact Centre Platform

Connecting you to your customers and unifying the communication journey

- Enhanced communication across all channels
- Improved customer experience and workforce empowerment
- Improved efficiency and cost saving
- Data-driven insights and regulatory compliance
- Streamlined and optimised integration
- Flexibility and scalability

PRODUCT OVERVIEW

Smartz Solutions is more than just a cloud-based customer engagement platform. Smartz Solutions is a digital transformation platform that brings together back office, communications and employee engagement under one fully integrated stack.

Through Smartz's sophisticated containerisation, every customer has their own unique environment, which adds to the security, scalability and performance of the **cloud-based solution**.

Smartz Solutions offers three complementary products: **Smartz Engage, Smartz Commz, and Smartz Analyz.**

These products can be tailored to meet the unique needs and goals of each contact centre. Smartz Solutions is the only omni-channel solution that measures employee experience from cradle to grave, and links it to customer experience. This helps companies deliver **exceptional customer experiences**, improve operational efficiency and drive business growth.

All in all, Smartz Solutions is an **end-to-end solution**, offering a comprehensive set of CX (Customer Experience) features that support you with inbound and outbound communications across all channels - **a true omni-channel platform.**

PRODUCT PORTFOLIO

COMMZ

A CCaaS platform

- A complete integrated voice and omni-channel platform
- A single 'pane of glass' for interactions
- Complete customer journey
- Customer surveys
- Real-time link to NPS, CSAT & CES dashboards
- Real-time sentiment analysis
- Gamification and more....

ENGAGE

An employee engagement platform

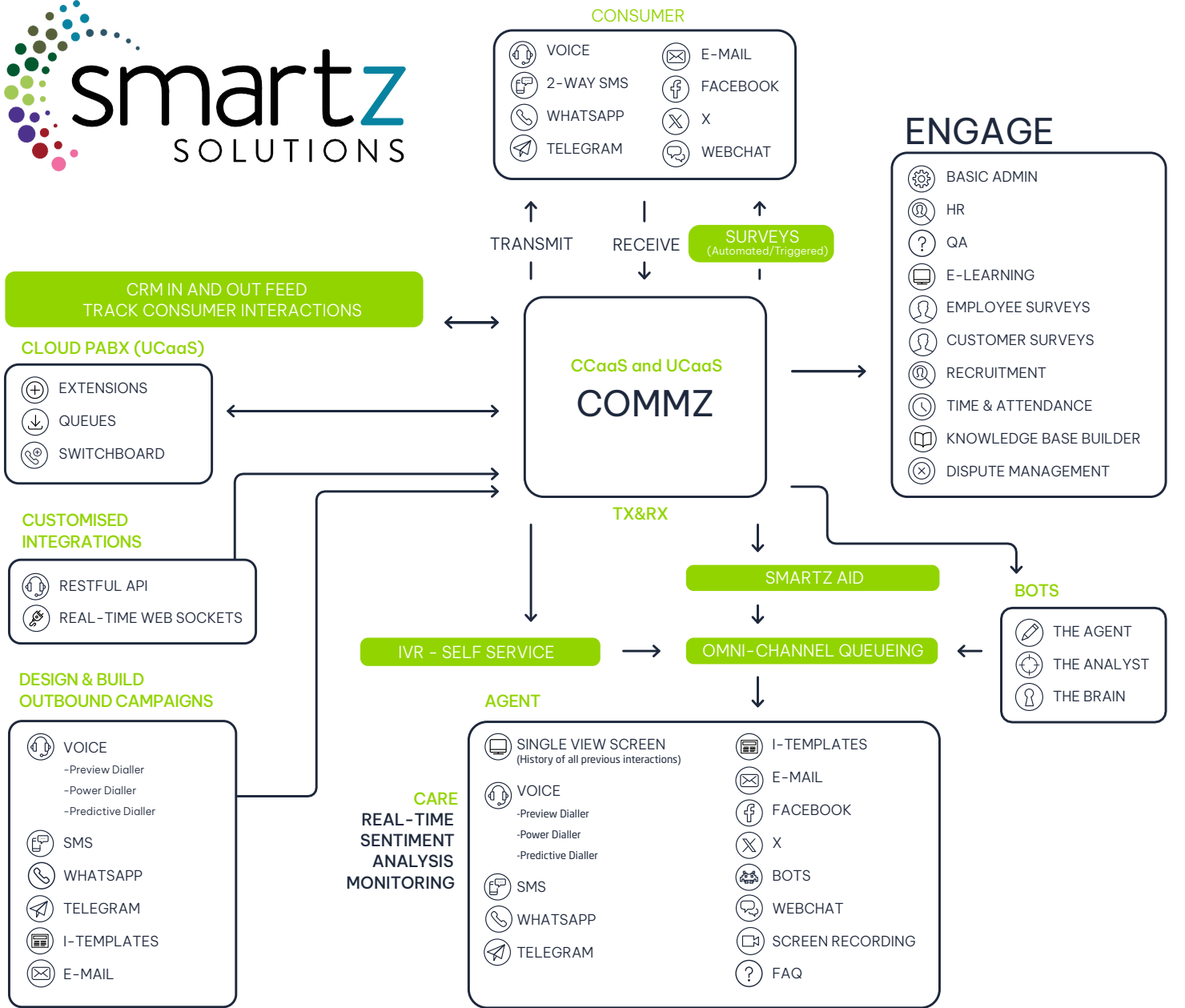
- Complete employee journey
- E-learning and quality assessment (multi-tiered)
- Asset management
- Compliance and adherence
- Time and attendance
- Employee surveys
- Recruitment
- Organogram - Hierarchy structure and more....

ANALYZ

A reporting and analytics platform

- Real-time BI dashboards
- Intuitive and allows for caching
- Drill down and link to every interaction/conversation
- Build on insights for a deeper understanding of any business case
- Measure, analyse and improve your CX and EX with both Smartz Commz and Smartz Engage reports and dashboards
- Comprehensive historical reporting and more....





ANALYZ

CCaaS and UCaaS

A comprehensive, AI-driven, single platform, full-stack omni-channel customer contact centre solution



FEATURES AND BENEFITS

• AI-powered Analytics

- Real-time insights into customer behaviour
- Data-driven decision-making and forecasting
- Personalised customer interactions
- Chatbots automate routine queries to reduce staff workload

• Predictive Customer Support

- Anticipate customer needs based on customer interaction journey
- Proactive problem resolution
- Increased customer satisfaction

• Scalability and Flexibility

- Easily scalable as business grows
- Adaptability to changing demands
- Reduce total cost of ownership and increase return on investment

• A.I.D™ Intelligent Routing

- Efficient call handling and routing, using machine learning
- Faster issue resolution through smart routing
- Prioritised handling based on customer needs and matching customer need to agent skill

• Simplified Integration using APIs and Webhooks

- Reduced implementation time
- Cost-effective integration, no expensive middleware

• Omni-channel Integration

- Unified customer experience across all channels
- Seamless transitions between channels

“ Ditch the Crystal Ball!
Predictive CX Magic
is here! ”

For more information on complementary or alternative products, visit us at vox.co.za

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