



Contexta


CONTACT CENTRE

SNAP-INS



4 Ways to Transform Your Business
With Contact Centre SNAP-INS

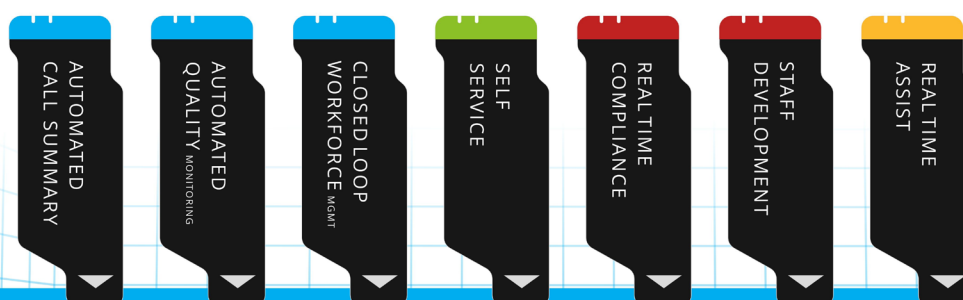
4 Ways to Transform Your Business With Contact Centre SNAP-INS

-  1. Reduce Cost of Service
-  2. Transform CX
-  3. Mitigate Risk & Improve Trust
-  4. Increase Revenue

Welcome to the world of transformational possibilities with Contexta360 SNAP-IN Solutions. In today's rapidly evolving business landscape, adaptability and efficiency are paramount. At Contexta360, we understand the need for businesses to stay agile, enhance customer experience and harness the full potential of their data.

Whether your aim is to streamline operations, revolutionise customer interactions, or gain valuable insights, Contexta360 offers you a comprehensive suite of innovative tools to make transformation easier.

We invite you to explore the remarkable capabilities of Contexta360's SNAP-IN solutions, designed to snap-in to your existing contact centre infrastructure and help you achieve your business objectives with unmatched speed, cost-effectiveness and simplicity.



YOUR CONTACT CENTRE SOLUTION PLATFORM

Reduce Cost of Service



Contexta

AUTOMATED CALL SUMMARY

In today's fast-paced business environment, efficiency and cost-effectiveness are paramount. Organisations are constantly seeking innovative ways to streamline operations and reduce overheads. Contexta360's Automated Call Summary SNAP-IN allows businesses to achieve substantial cost savings while enhancing productivity and customer satisfaction.

One of the most significant cost-saving benefits of automated call summaries is the substantial reduction in staff costs. Traditional call summarisation processes required manual effort, involving personnel dedicated to transcribing, listening and summarising calls. This not only consumes valuable time but also adds to significant staff expenses.

With our Automated Call Summary SNAP-IN, this labour-intensive process is replaced by sophisticated speech recognition and natural language processing technology. Calls are transcribed accurately and swiftly, eliminating the need for extensive human intervention. As a result, organisations can reallocate staff to more strategic and value-added tasks.

Automating call summaries not only reduces the time required for manual transcription but also expedites post-call processing. Calls are transcribed and summarised almost instantaneously, allowing for quicker analysis and decision-making.

This improved efficiency extends to the entire workflow, from monitoring customer interactions to identifying trends and addressing issues promptly. Supervisors and managers are able to focus time and resources on areas that truly impact customer satisfaction and operational excellence.

Non-compliance and legal risks can result in substantial financial penalties, legal expenses and damage to reputation. Our Automated Call Summary SNAP-IN can help to mitigate these risks. By accurately documenting every interaction both post-conversation or in real time, it creates an indisputable record that can be invaluable in legal disputes or regulatory audits.

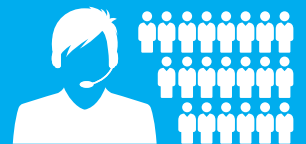
This level of compliance assurance not only saves potential legal costs but also protects the organisation's reputation, preserving customer trust and confidence.

Informed decisions are cost-effective decisions. Automated Call Summary generates structured data that can be analysed to uncover valuable insights into customer preferences, behaviours, and pain points. This data-driven approach enables organisations to refine their strategies, optimise processes and allocate resources efficiently.

By identifying emerging trends, areas of improvement and customer sentiment, businesses can make proactive adjustments that lead to cost savings, enhanced customer satisfaction and sustainable growth.

Contexta360's Automated Call Summary SNAP-IN is more than a cost-saving measure; it is a strategic investment in the future of your business. By reducing staff costs, enhancing operational efficiency, ensuring compliance and enabling data-driven decisions, it can deliver tangible and sustainable cost savings. Contexta360 can help you to optimise your operations, bolster your bottom line and delight your customers.

300
AGENTS



DEALING WITH
40 CALLS EACH,
PER TYPICAL
DAY

**AUTOMATED CALL SUMMARY REDUCES POST-CALL
ACTIONS BY 2 MINUTES PER CALL**

SAVING 2.9M IN YEAR1!

Reduce Cost of Service



Contexta

AUTOMATED QUALITY MONITORING

Contexta360's Automated Quality Monitoring SNAP-IN enables contact centres to identify inefficiencies, streamline processes and optimise resource allocation, leading to cost savings.

By pinpointing the root causes of customer issues, you can reduce call escalations and call-backs, saving both time and money for the contact centre and improving the overall customer experience.

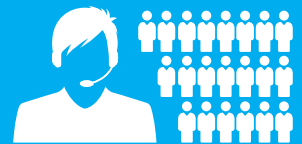
Our Automated Contact Centre Quality Monitoring SNAP-IN is designed to streamline your quality assessment processes, helping you to identify staff and training issues and deliver best practice, enabling your staff to be more efficient.

You can reduce labour-intensive costs associated with manual monitoring and evaluation. Contexta360's SNAP-IN handles quality monitoring tasks, allowing your team to focus on high-impact activities, increasing staff productivity and reducing churn.

Achieve consistent and unbiased quality assessments with our predefined criteria that offers precise, data-driven insights. You can detect quality and customer friction issues as they happen, enabling prompt resolution and improved customer experience and satisfaction.

Contexta360 can automate your contact centre quality monitoring, leading to reduced costs, increased operational efficiency and unparalleled customer service.

200
AGENTS



SUPERVISED BY

25 QM
MANAGERS

AUTOMATED QUALITY MONITORING REDUCES
THE BURDEN ON MANAGEMENT

SAVING 120K PER WEEK!

Reduce Cost of Service



Contexta

CLOSED LOOP WORKFORCE MGMT

At Contexta360, we understand the challenges that organisations face when it comes to managing their workforce efficiently. That's why we've developed a powerful SNAP-IN solution that revolutionises how you manage your workforce.

Our Closed-Loop Workforce Management system seamlessly integrates with your existing HR and operational systems, eliminating data silos and streamlining and automating your processes.

Businesses with legacy systems tend to rely on old data and cannot analyse all communication channels to discover whether certain conversations could have been dealt with by other means.

With Closed-Loop Workforce Management, you gain real-time insights into your workforce. You can monitor key performance indicators, track employee productivity and make data-driven decisions that drive efficiency and boost productivity across your organisation.

Our SNAP-IN solution enables you to automate and optimise employee scheduling, giving you the right information based on real conversations, considering availability, skills and workload, as well as data from complementary systems. It ensures that you always have the right people, in the right place, at the right time.

Closed-Loop Workforce Management is designed to optimise your operations, ultimately leading to cost savings by reducing overtime, improving productivity and minimising scheduling errors.

A well-managed and properly scheduled workforce translates into better customer service. Your customers will appreciate the improved service quality and responsiveness, leading to higher customer satisfaction and loyalty.

Closed-Loop Workforce Management enables you to make informed decisions based on real-time data. It provides you with actionable insights that allow you to continuously refine your workforce strategies and adapt to changing market conditions.

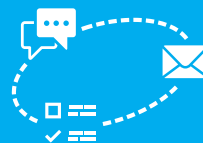
Our SNAP-IN solution is scalable to meet the needs of organisations of all sizes, it can be customised to fit your specific requirements and grow with your organisation.

Closed-Loop Workforce Management isn't just about managing employees; it's about unleashing their full potential. With our solution, you can ensure that your workforce is operating at its peak efficiency, helping your organisation achieve its goals.

Efficiently managed teams lead to improved products, services and customer experiences, setting you apart from competitors.

Don't let workforce management challenges hold your organisation back. Your workforce is your most valuable asset — Let Contexta360 help you to optimise it.

25%
REDUCTION
IN CALL VOLUMES



**IMPROVING THE
CUSTOMER
EXPERIENCE**

**CLOSED LOOP WORKFORCE MANAGEMENT HELPS
TO OPTIMISE YOUR OPERATIONS**

SAVING 7M IN YEAR 1!

SELF SERVICE

In a modern contact centre, excellence is not just about satisfying customers but also consistently delivering exceptional experiences. Self-service quality monitoring can enhance operational efficiency and elevate customer satisfaction.

Contexta360's Self-Service Quality Monitoring SNAP-IN empowers your contact centre agents and supervisors to take charge of their performance. By providing real-time access to key metrics, call recordings, and interaction data, it equips agents with the insights they need to excel.

Our SNAP-IN solution will help you tailor coaching and training programs to the specific needs and skill gaps of individual agents. This personalised approach ensures that every agent receives the guidance and resources they need. Agents armed with real-time feedback and access to their performance metrics are more likely to be self-motivated to improve. This leads to enhanced agent performance, quicker issue resolution and higher customer satisfaction scores — all while reducing operational costs.

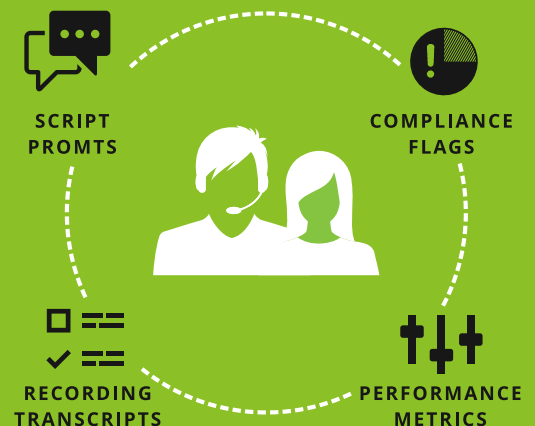
In the fast-paced contact centre environment, identifying and addressing issues promptly is key to maintaining high-quality service. Self-service quality monitoring enables real-time issue identification, whether it is an adherence issue, a script deviation or a knowledge gap, allowing supervisors and agents to take immediate corrective action.

Traditional training methods often require costly classroom sessions and lengthy onboarding processes. With Contexta360's SNAP-IN Self-Service Quality Monitoring solution, agents can undertake training and best practice modules at any time and anywhere, resulting in faster and more cost-effective skill development.

Regulatory compliance is a non-negotiable aspect of contact centre operations. Our Self-Service Quality Monitoring SNAP-IN ensures that agents have immediate access to compliance guidelines and standards. This reduces the risk of non-compliance and the associated fines, penalties and reputational damage.

In a crowded market, a contact centre that prioritises self-service quality monitoring stands out as a customer service leader. Customers notice and appreciate the difference in service quality, leading to higher retention rates and new customer acquisitions.

Self-Service Quality Monitoring is not just a tool; it is a strategic approach that empowers agents, enhances customer experiences and drives cost savings. It fosters a culture of excellence and continuous improvement that sets your contact centre on a path to long-term success. By investing in Self-Service Quality Monitoring, you are investing in a brighter future for your contact centre and your customers.



Mitigate Risk and Improve Trust



Contexta

REAL TIME COMPLIANCE

At Contexta360, we understand that compliance is a critical component of safeguarding your business and ensuring its long-term success. That is why we developed a cutting-edge SNAP-IN solution that takes compliance to the next level.

Our Real-Time Compliance SNAP-IN leverages the latest technology to provide unparalleled accuracy in monitoring and ensuring compliance. It offers a system that is always up to date with the most current regulations and requirements.

Business that continuously monitor their regulatory compliance save thousands in potential fines and lawsuits every year. With Real-Time Compliance, you receive instant alerts and notifications the moment an issue is detected, whether it is a potential data breach, a regulatory change or a compliance violation. It enables you to take immediate action and mitigate risks, and to resolve issues before they escalate.

Manual compliance checks can be time-consuming and costly. Our Real-Time Compliance solution reduces the administrative burden and minimises the risk of human error. You will save time and money, while maintaining the highest level of compliance.

Regulations and compliance requirements are constantly evolving. Real-Time Compliance adapts seamlessly to changes, ensuring that your business always remains compliant. You can focus on your core operations, knowing that your compliance needs are being met.

And by demonstrating your commitment to compliance and security, you will build trust with your customers and partners. This can help to give you a competitive edge.

Compliance SNAP-IN is scalable to meet your needs and can grow with your business, adapting to changes in size and complexity effortlessly.

Don't wait until compliance issues threaten your business, Real-Time Compliance with Contexta360 will ensure it is secure, compliant and ready for whatever the future holds.

**REAL TIME COMPLIANCE
DELIVERS MULTIPLE
BENEFITS**



Mitigate Risk and Improve Trust



Contexta

STAFF DEVELOPMENT

The contact centre is a vital hub for delivering exceptional customer experiences and driving business growth. However, the key to unlocking its full potential lies not only in advanced technology but also in nurturing and developing the most valuable asset: your staff. By investing in human capital development you can revolutionise your operations, reduce costs and elevate customer satisfaction.

A motivated and engaged workforce is at the heart of every successful contact centre. Human capital development programmes foster employee engagement by providing opportunities for skill enhancement, career growth and personal development. Engaged agents are more likely to provide excellent customer service, leading to higher customer satisfaction and loyalty.

High attrition rates in the contact centre can be costly and disruptive. Human capital development initiatives, including ongoing training, skill-building and career advancement opportunities, serve to increase employee retention. Reduced turnover means significant savings in recruitment, onboarding and training expenses.

By using Contexta360's SNAP-IN solutions, you can equip your agents with the knowledge and skills they need to excel in their roles. This, in turn, translates into improved efficiency, faster issue resolution and increased first-call resolution rates. Better-trained agents are more confident and capable, delivering a higher-quality service while reducing handling times and operational costs.

By using insights and knowledge from our SNAP-IN solutions, you can tailor your training and development programmes to address specific challenges and opportunities within your contact centre, whether that is mastering product knowledge, improving communication skills or learning advanced problem-solving techniques. We give you the knowledge to drive your human capital development to ensure that your agents receive training that directly aligns with your organisation's goals and customer expectations.

The modern contact centre operates across multiple communication channels, from phone calls and emails to chat, social media and more. Having the right tools and the right information, ensures that your agents are proficient in handling enquiries across all these channels. This versatility improves efficiency and customer satisfaction, as customers can choose the channel that suits them best.

Human capital development ensures that agents are well-versed in regulatory compliance and quality standards. This reduces the risk of non-compliance, associated penalties and reputational damage. Well-trained agents consistently provide service that meets or exceeds quality benchmarks, reducing the need for extensive quality control measures.

Human capital development is not an expense but a strategic investment that pays dividends in the form of improved customer satisfaction, cost savings, operational efficiency and a competitive edge in the market. By nurturing and developing your most valuable asset — the people who power your contact centre — you can achieve exceptional results that drive long-term success. Contexta360's SNAP-IN solutions give your business the right data to enable you to develop your people and processes.



Increase Revenue



Contexta

REAL TIME ASSIST

Contexta360 recognises the critical importance of increasing sales revenue within your contact centre. Seizing immediate opportunities is the key to sustained growth and profitability. That's why we offer a tailored SNAP-IN solution designed to empower your contact centre agents and supercharge your sales revenue.

Our approach is founded on cutting-edge technology, data-driven insights and a customer-centric mindset. It will allow you to harness the power of real-time data analytics to understand your customers better than ever before.

We empower your agents with dynamic scripting tools that adapt to each customer's unique needs and preferences. This personalised engagement drives higher conversion rates. Our Real-Time Sales SNAP-IN solution integrates predictive analytics to anticipate customer needs and recommends relevant products or services during live interactions. Your agents will be able to identify sales opportunities as they emerge.

Our SNAP-IN solution enables businesses to monitor and improve real-time sales performance with clear metrics and KPIs. You can identify key strengths and areas for growth, so that you can make data-driven decisions that boost revenue.

Contexta360 enables organisations to implement automated lead scoring to focus agents' efforts on high-potential leads. Your agents will be able to provide instant discounts, promotions or incentives during conversations to create urgency and clinch sales, and maximise conversion rates.

You can foster collaboration between teams by sharing real-time insights and feedback to help refine sales strategies and improve customer satisfaction.

Contexta360 enables your business to explore dynamic pricing options that adjust in real time, based on demand and customer behaviour, so that you can optimise your revenue and profit goals.

Our Real-Time Sales SNAP-IN can empower your contact centre to capitalise on every sales opportunity as it unfolds. With our solution, you will see increased sales revenue, more satisfied customers, and a more agile, competitive contact centre.

Experience the difference with Contexta360. Together let us transform your contact centre into a real-time revenue growth engine.



MANAGE
KPIs
CLEAR
METRICS



AUTOMATE
LEAD
SCORING

REAL TIME ASSIST GIVES IMMEDIATE INSIGHT
**UNCOVER OPPORTUNITIES
AS THEY HAPPEN!**