



AI, RPA, Bots and Humans:

How do you predict the future of your customer experience?

81%

Of Satisfied Customers

are more likely to do business with you if they are happy with you

PRODUCTIVITY & EFFECIENCY

80%

Of time is spent on mundane, routine work by an average employee

Solution:

With robotic automation, employees gain a virtual Teammate that allows them to focus on more strategic activities.

EMBRACE AI & AUTOMATION

95%

Of all customer interactions will be AI supported by 2025

Solution:

We take your customers' experience to the next level with intelligent data through scalable AI solutions.

HUMAN INTELLIGENCE

57%

Of consumers are willing to pay 10% or more for better customer service

Solution:

Complement your human workforce with digital bots that can answer simple queries and perform basic business processes

RELEVANT & CONVINIENT

76%

Of customers expect their providers to understand their needs

Solution:

AI will process huge amounts of data and generate useful customer insights real-time

“Companies with happy customers chalk up a higher Net Promoter Score (NPS)—more than 20%—than those who had poor customer experience”

Our offering for Contact Centre

We work with clients around the world to help them use communications to differentiate their customer experience in today's expanding, competitive marketplace.

Let us serve you with:

- **CX/EX IMPROVEMENT:** Map customer journey and identify areas for improvement of CX and EX. Reviewing the business processes and technology landscape to identify opportunities to better use functionality and leverage investment. Driving improved technology adoption through integration of technology with business process
- **SELF-CARE SOLUTION:** Tailor made call flow design mapped with your customer life cycle journey. Fully scalable integrated solution with CRM third party application. Enhance user experience by making IVR a visual self-service application through mobile navigation
- **PROACTIVE OUTREACH:** Intuitive, Predictive, Preview and Automated outbound solution. 360° campaign management mapped with customer life cycle journey. Customize outreach program through cognitive analytics and customer profiling
- **OMNI CHANNEL:** Integrated non voice communication suite to seamlessly manage all digital channels i.e Email, Human chat, SMS and Social media through an integrated single view
- **CHAT BOT:** Automate chat communication from website, app or social media visitors through conversational and interactive flow using NLP and AI without any human intervention
- **INTELLIGENT AUTOMATION:** Build cognitive intelligence capability into system design and solution through Robotic Process Automation (RPA). Replace repetitive tasks performed by humans, with a virtual digital workforce
- **REMOTE WORKING SOLUTION:** Provide a simple to use collaboration client which can be installed on laptops and/or mobiles to give employees the flexibility to have the tools they need to work from anywhere



OUR PARTNERS

AVAYA

ORACLE



NICE



What We Offer



CONSULTING

Strategy and a Roadmap, including Tool Selection, Productivity Metrics and ROI Models.



PROJECT DELIVERY

Project management, Deployment and Training of Digital solutions, establish governance, address IT and security concerns.



MANAGED SERVICES

Manage and monitor, optimize and enhance to ensure adherence to SLAs.

ABOUT US

At VIS we are committed to delivering outcomes for our clients in the areas of Collaboration, customer Experience and Automation through our offerings in Consulting, Project Delivery and Managed Services. With a footprint spanning 7 countries and investments into Innovation Labs & Software development Centers we are just the right size that allows us to be agile and yet have a matured process on the back end.

Focused at helping our customers in navigating the Digital Transformation journey, we promises to transform customer experience, empower employees, enhance business process efficiency and accelerate revenue generation by delivering a unified and digitized CX/EX solution that is affordable, sustainable and meaningful.

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