



PEOPLE. PLATFORM. POSSIBILITIES.

WHEN EVERY SECOND COUNTS, YOU CAN COUNT ON CONDUIT



Customer retention, brand image and productivity loss are all impacts of technology downtime within your estate. 100% uptime is the cornerstone of Conduit Global, with every connected client experiencing industry leading levels of availability, delivering brand strength and customer satisfaction. Maximise your customer interactions every time, through an award winning global platform comprised of industry leading private and public cloud solutions.

BLENDED OMNI-CHANNEL ROUTING

DYNAMIC CALL FLOW ENGINE

ENHANCED IVR WORKFLOW

QUALITY MANAGEMENT

WORKFORCE OPTIMISATION

UNIFIED COMMUNICATIONS



SERVICES

- Call flow enhancements
- Digital transformations
- Complex CRM integrations
- IoT workflows



BENEFITS

- Eliminate capital outlays
- Footprint consolidation
- Reduced operating costs
- Consumption model
- Future proofing
- Agile & rapid deployments
- Tailored Managed Services
- Robust & secure integration
- 24 x 7 proactive monitoring



INDUSTRIES

- Healthcare
- Financial Services
- Utilities
- Telecoms & Media
- Technology
- Retail & Commerce

Conduit Global's digital engagement services allow you to take advantage of the product that best suits your business, either through public or private cloud offerings underpinned by industry leading technologies. With the ability to offer highly integrated solutions delivered via high-touch managed services through to self service public cloud offerings, Conduit Global can meet your varying digital communication needs.

- **Feature rich omni-channel** with customised digital journeys from Voice, SMS, Email, Social, Chat and Chat Bots.
- Route interactions to the correct agents every time basing decisions on **multiple attributes** improving first time call resolution.
- **360° Customer views** regardless of channel, complementing enriched CRM data with personalised journeys & context preservation.
- **Speech enabled IVR applications with natural language processing** integrating with external data sources & CRMs to enhance CX.
- **Real-time & historical analytical** tools that present appropriate views of your contact centre.
- **Gain real-time customer insights** leveraging big data & 3rd party external integration, reducing silos & delivering enhanced engagements.
- **Intuitive UX** for all agents and support staff, delivering holistic view of the operation regardless of channel.
- **Future proof your customer interaction strategy** through innovative dynamic workflows integrating with a wide range of systems & data repositories.

CONTACT US AT SALES@CONDUITGLOBAL.COM OR 0800 011 8080

WWW.CONDUITGLOBAL.COM

4,000 EMPLOYEES · 8 COUNTRIES · SINCE 1992