

Omnichannel Solutions.



Before omnichannel solutions, anyone contacting your brand might have felt a sense of dread before doing so. After being redirected from one channel to another, forced to repeat information several times to different agents, and spending 20 minutes on hold, their issue might still be unresolved. That meant long handling times, lack of efficiency, limited insight into reporting, and frustration for both customer and agent.

Omnichannel automation creates a single environment where context, data, and insights exist harmoniously for both customer and agent. It means the end of siloed conversations and consolidates channels and context under one roof. The result? Increased CSAT, higher agent productivity, lower TCO, and reduced AHT.



-33%
AHT



+42%
CSAT



-18%
TCO



+25%
agent
productivity

Transcom