

# Amdocs Omni-Channel Customer Engagement

one-stop-shop for a winning  
customer experience

 amdocs  
**make it  
amazing**





# The customer of today

Today's customers' lives revolve around digital technologies.

They expect skilled, knowledgeable agents, demand easy access to multiple communication channels, and want their service provider to know who they are, their history and anticipate their needs.

So when it comes to customer loyalty – and overall business success – the key lies in your ability to provide an amazing omni-channel experience.

## Yet, challenges still exist:

- 1 Increased enquiry volumes & complexity
- 2 Overwhelmed agents
- 3 Disorganized care systems

**These challenges stand in the way of delivering a WOW customer experience.**

## What's the solution?

Overcoming these challenges demands a customer-centric, always-available, approach

# Meet Amdocs Omni- Channel Customer Engagement

Intelligent & modular, our solution enables call center and retail shop agents to manage all aspects of the customer relationship from a single application.



**Omni-channel customer experience** – multi-topic & multi-channel interactions



**One-stop-shop** – manage all care & commerce journeys across front- and back-office for all customer types



**Personalized & efficient care** – embedded AI-driven contextualized recommendations & insights



**Enriching collaborations** – easy integration to any partner back-end system



**Business flexibility & scalability** – cloud-native & cloud-agnostic



**Contextualized experiences** – drag & drop-based configurations empower agents with fast & easy customization of views, flows and permissions

**Sounds great... Tell me more**



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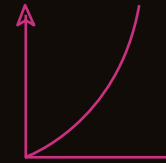
Helps CSPs increase their customer & employee satisfaction and upsurge revenue.



**Reduce onboarding & training time** – unified and intuitive application fit for all agent needs



**Provide a WOW omni-channel customer experience** – seamless handoff between channels & agents; supports multi-channel sessions and multi-topic interactions



**Increase sales** – improves overall customer satisfaction and utilizes embedded customized promotions for efficient up-sales during sessions



**Enable effortless & efficient care** – contextualized views & embedded AI for real-time contextual recommendations & insights, and automated workflows for a streamlined experience

Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and large enterprise customers. Our 28,000 employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations.

Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.3 billion in fiscal 2021.

For more information, visit Amdocs at [www.amdocs.com](http://www.amdocs.com)