



NTT

# Simplify your customer experience in a connected world

## Cloud-connected customer experience: Your all-in-one digital contact center solution



In today's always-on, always-connected environment, our contact center solutions keeps you **connected to your customers in a simple, yet powerful way, with automation and AI.**



Our Cloud Connected CX solution enables businesses to get up and running in no time, without hardware or private network to manage, and all the complexity is managed by us and Genesys.

We help you visualize your digital future, translating your business needs and desired outcomes into IT strategies and architecture plans.

### Focus on your core business, we'll take care of the rest

#### Managed platform

Meet changing business demands and customer needs with an end-to-end managed solution from one source.

#### Customer engagement

Enhanced customer engagement and experience through omni-channel communication

#### Empowered employees

Enable your employees to deliver consistently high-quality interactions with tools, processes, training and intelligent technology.



- Rapid scalability with customer demand.
- Simple to deploy and integrate.
- Easy daily changes by business departments.



- Unrivalled simplicity and cost efficiency.
- Eliminate the need for on-premise equipment, maintenance and upgrades.
- Consumption based model.



- Nearly 100% system availability.
- GDPR compliant.
- Weekly update without downtime.
- Transparent incident and problem tracking.



Gold Partner

Deliver best-in-class customer experiences with NTT and Genesys, named as a leader in the 2020 Gartner Contact Center as a Service Magic Quadrant.

As a Genesys partner for over 25 years, and EMEA Partner of the Year, we help our clients achieve measurable results in winning new customer, retaining existing customers, improving productivity and reducing cost to serve with our cloud-connected CX solution.

### Key features

#### Customer service touch point



Telephone



Mobile



Web



Branch/Shop



Expert terminal



B2B Service



IoT

#### Multi-modal interaction channels or no silos



Inbound



Outbound



Callback



SMS



Chat



Video



Co-Browsing



Social Media



Email



Fax



Task



Self-service



Push service

#### Universal routing and rule-engine with recording and analytics



Customer Context



Configuration



Prioritization Prediction



GenesysCloud



Skill based & Intelligent Routing



Journey, History and Campaign



Workforce Management

#### Front, Backoffice or Branch



Front Office



Back Office



Branch/Experts



Status Announcement



NLU Module



Call back Scheduling



Speech Dialogue



Selfservice



Visual IVR



Chat & E-Mail Automation

#### Collaborate and communicate



Chat



Group chat



Video



Screenshare



Search



Document



Calls



Voicemailbox



Fax



Mobile app

### Migrate with Confidence

Our proven migration methodology applies best practices to dramatically reduce risk, simplify the complicated and deliver measurable business value faster.

By combining the omni-channel Genesys platform with NTT's market-leading customer experience benchmarking research, consulting and advisory services, you open your business up to new analysis and automation possibilities using solutions in the cloud, on-premise or as a hybrid model.



## What's next?

Contact us for any further information