

The Smart Omnichannel Experience

One customer, one channel

Can your customers connect with you across all digital channels?

Today's customers want to use their preferred means of communications and complete inquiries and transactions on the go. No matter what they're looking for, they don't want to write down your phone number or wait until somebody's in the office. Start upgrading your customer experience! Whether through chat, social media, WhatsApp, voice, text messaging, email, or video, Amdocs helps you engage with customers through a single smart inbox. Sign up new customers and respond to existing ones about recurring inquiries, using AI and automation to make every interaction faster and easier than ever.

Give your customers the immediate response they're looking for. Amdocs lets you shorten hold times, eliminate dropped calls, and mine your existing knowledge base, CRM, and ERP to offer a hyper-personalized experience through your customer's favorite channel. Send product information, schedule appointments, or respond to commonly asked questions with answers that save time and make money. Scale up fast for high availability and redundancy to handle surges in contact volume while maintaining SLAs and customer satisfaction.

Omnichannel presence is more than just a chatbot: It turbocharges customer-service best practices with the power of AI.

- ▶ Today's customers prefer to complete transactions from their mobile device wherever possible.
- ▶ Flexible deployment options (cloud, private cloud, on-premises) and customizable workflows create brand consistency.
- ▶ Negative chatbot experiences can actually turn away customers. Omnichannel presence with NLP lets you provide answers, non-stop.

Use premade widgets, build or integrate your own customer contact apps, and manage it all from a smart inbox that creates a single point of contact to respond quickly and consistently to all customer queries.

Go far behind chat

Automate key processes such as document transfer and eSignatures, along with recurring tasks, while maintaining full transparency, all from your customer's mobile device

Resolve issues fast

Create AI-powered workflows-integrated with CRM & ERP-to handle most simple inquiries 24/7 without human intervention.

Keep human agents focused

With natural language processing (NLP) and voice integration, AI-powered chatbots can handle most traffic and direct other inquiries to the best available CN

Integrated dashboard and reporting

See your business processes more clearly, analyze performance, adapt to customer needs, and track KPIs for continuous improvement.

One Customer, One Communications Stream



Streamline Sales

Convert prospects to customers by boosting landing pages, collecting leads, and directing inquiries.



Superlative Service

Divert callers to self-service or live digital agents, through any platform, 24/7.



Service Automation

Implement advanced self-service tools like bots, virtual IVRs, and navigators.



AI-Powered Chatbots

Use machine learning for customer intent for natural, elegant communications.



Forms & Signatures

Easy and secure interaction without interrupting the communication flow.

The Amdocs Smart Omnichannel Experience solves the problem of availability: too few human agents, hold times and busy signals, and chatbots that are robotic or don't offer the answers that customers need. Make yourself available 100% of the time, using automated workflows to provide smarter answers to the questions your customers are asking.

1. Smarter auto-assignment and routing.

Make sure customer inquiries get to the exact right point, whether that's an AI-powered bot, a self-serve help article, or a human agent—with automatic routing to the best agent possible based on their skills, expertise, and availability.

2. Let agents do more.

Your agents will have more power and more reach with a single smart inbox to handle multiple customer interactions through a wide range of channels, pulling in data from CRM and ERP wherever needed to truly personalize the experience and eliminate frustrating redundancies.

3. Enterprise-grade security.

Keep data protection and privacy front of mind with safe transportation, automatic identification, 2FA, obfuscation, IP whitelisting, and other strategies to ensure the tightest security—to meet regulations and build in peace of mind.

Amdocs is in the business of helping telcos upgrade their offerings and stay competitive, making cutting-edge modern solutions accessible to meet your needs with fast time to value, built-in KPI reporting, and strategic integration with your business targets—one happy customer at a time.