Development and Implementation of Multichannel Solutions

MAIN ADVANTAGES
- Improved Customer Service experience.
- Maximum utilisation of existing resources.
- Exceptional management and user experience.
- Optimisation of processes (business and back office).

IDENTIFYING OF BUSINESS NEEDS MAKES THE DIFFERENCE

Years ago, Re-inventa we have realised that by identifying the exact business needs of our customers', not only did it allow us to deliver higher standard of work, but it also helped us to achieve maximum levels of customer satisfaction. As a result, we decided to implement significant, yet vital, changes to our management system as well as how we approached our projects. Since then our business strategy, and the way we work evolves entirely around our customers' business needs.

We help businesses make changes in order to improve their customer experience by implementing voice applications, email, website, IM (Instant messaging), social networks, and chatbot solutions for the Contact Centre. Direct integrations are key to fast implementation, which we can achieve thanks to our knowledgeable, multidisciplinary, technical team. Using intelligent multi-channel routing, we can define the ACD (Automatic Call Distributor) system based on business rules.
Some of the IT solutions provided include:

- **Integration of Voice and Data systems:** synchronised with **CRM** (Customer Relationship Management), and **ERP** (Enterprise Resource Planning).

- **Integrations for Web, Chat, Email and Voice forwarding:** customer interaction that starts in any communication channel, and finishes in a voice call with a Customer Service agent.

- From Voice to Mobile (SMS, email): a complimentary technique, which greatly improves the FCR (First Call Resolution) index.

- **Self-Service Chat and Agent Transfer System:** a specialised chatbot can solve a high percentage of interactions by transferring the necessary queries together with the corresponding information to the best-qualified agent for swift resolution.

At Re-inventa we design, deploy, personalise, and integrate both tailored made software solutions, as well as software from leading providers.

Using Agile Methodology ensures that clients' needs and objectives are kept in focus during the entire project delivery. As a result, we are able to provide our clients with tangible benefits from early implementation stages.