



“Our clients want innovative solutions. Our technology experts deliver.”



GlobalXperts Customer Connect can be your gateway to superior customer experiences.

Benefits to SMBs:

1. **Cost-Effective Solution:** Our contact center solution effortlessly communicates with Amazon Web Services which offers a pay-as-you-go pricing model, eliminating the need for big upfront investments, and enabling SMBs to scale their customer service operations cost-effectively.
2. **Flexibility and Scalability:** As your business grows, GlobalXperts Customer Connect scales to accommodate increased call volumes and agent teams, always ensuring a seamless customer experience.
3. **Improved Agent Productivity:** With advanced routing, automation, and AI features, agents can focus on high-value tasks, resulting in improved productivity and reduced operational costs.
4. **Enhanced Customer Experience:** Rapid issue resolution and Personalized interactions create a positive impression on customers, leading to increased loyalty and brand advocacy.
5. **Faster Time to Market:** GlobalXperts user-friendly interface and easy integration with existing systems allow SMBs to deploy the contact center solution swiftly, getting you up and running with minimal disruption.
6. **24/7 Accessibility:** Offer your customers round-the-clock support, allowing them to reach your business at their convenience, enhancing customer satisfaction.

System Features & Functions

1. **Omnichannel Communication:** Engage with customers through their preferred channels - voice, chat, or email, ensuring a consistent experience across all touchpoints.
2. **Interactive Voice Response (IVR):** Automate customer interactions, directing them to the right department or providing self-service options, reducing wait times and improved efficiency.
3. **Intelligent Routing and Queuing:** Distribute incoming calls intelligently among your agents based on their skills, availability, or other criteria to maximize productivity.
4. **Real-Time Monitoring and Analytics:** Gain valuable insights into customer interactions, agent performance, and overall call center metrics to make data-driven decisions.
5. **CRM Integration:** Seamlessly integrate our contact center with your existing CRM software, enabling agents to access customer information instantly, leading to personalized interactions.
6. **AI-Powered Virtual Assistant:** Leverage the power of AI to handle repetitive inquiries, answer frequently asked questions, and reduce the workload on your human agents.
7. **Outbound Dialing:** Proactively reach out to your customers for surveys, reminders, or promotions, fostering initiative-taking engagement and enhancing customer satisfaction.
8. **Flexible Scalability:** As your organization grows, GlobalXperts' Customer Connect grows with you. Easily scale up or down as business needs dictate.
9. **Call recording and Transcription:** Record and transcribe customer interactions for quality assurance, compliance, and future training purposes.
10. **Chatbots and AI-Powered Insights:** Leverage AI powered chatbots to manage routine inquiries, Freeing up agents' time for more complex customer interactions.