



# ONE PLATFORM LIMITLESS ENGAGEMENT

## **7TWEENTY PROMOTES SEAMLESS CUSTOMER EXPERIENCE ACROSS ALL CHANNELS.**

7twenty Engagement Platform combines smart Digital and Telephony solutions, data analysis tools and real-time decision support tools, that provide enterprises with cross channel integration and continuity - even beyond the Contact Center to retail, and high value channels.

By offering a modular suite of engagement solutions and enabling seamless integration of endless new apps and channels, our platform allows you to deliver customers a personalized experience wherever they are.

So whether it's online, over the phone or at the branch, your customized engagement ecosystem will help you make the most, out of every interaction, improving service, efficiency and sales conversion.

## WHY THE 7TWENTY'S PLATFORM



### INCREASE SALES CONVERSIONS

Proactively offers customer assistance precisely when required, ensuring a positive experience and optimized conversion.



### REDUCED CUSTOMER EFFORT

Provides quick and seamless engagement by providing support when Contact Center resources are available and allowing customers to select their communication channels.



### PERSONALIZED CUSTOMER EXPERIENCE

Gathers and analyzes customer information in real time, and delivers precise solutions and customized offers.



### ENHANCED OPERATIONAL EFFICIENCY

Enables your team to engage in multiple interactions simultaneously, send and receive signed documents, and provide personal automatic replies through the use of a smart BOT.

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### KEY MODULES

- CWP - Smart Telephony Monitoring Solution
- Web & Mobile Chat
- Proactive Chat
- Video Chat
- SMS & WhatsApp Management
- Mail Management
- Social Media Management
- Private Box
- Face Recognition
- Analyzer - Optical Character Recognition
- BOT & Artificial Intelligence
- ICR - Interactive Chat Response
- Document Management
- Co-Browse Telephony Monitoring System
- Digital Dialer
- Web Customer Journey

### PLATFORM ADVANTAGES

- Superior customer experience
- Enhanced customer satisfaction
- Organization interaction prioritization
- Improved FCR
- Reduced site abandonment
- Increased online's sales conversions
- Increased average order value
- Reduced average handling time
- Optimized contact center productivity

### ABOUT US

#### Building Customer Relationships Since 2007

We provide enterprises with customized engagement ecosystems, designed to meet their changing needs and deliver a unified customer experience. Our platform is currently used by over 350 enterprises worldwide.