



ONE PLATFORM LIMITLESS ENGAGEMENT

7TWENTY PROMOTES SEAMLESS CUSTOMER EXPERIENCE ACROSS ALL CHANNELS.

7twenty's Engagement Platform combines smart Digital and Telephony solutions, business process management capabilities, analytical real time and historical decision support tool, 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 a seamless integration of endless new apps and channels, our platform allows you to deliver your 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 USE 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 giving support when Contact Center resources are available and enables 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 those of a smart BOT.

KEY MODULES

- CWP - Smart Telephony Monitoring Solution
- Web & Mobile Chat
- Proactive Engagement
- Video Chat
- SMS & WhatsApp Management
- Mail Management
- Social Media Management
- Private Box
- BOT & Artificial Intelligence
- ICR - Interactive Chat Response
- Business Process Management
- Co-Browse
- Digital Dialer
- Web Customer Journey
- Digital On Boarding

PLATFORM ADVANTAGES

- Superior customer experience
- Enhanced customer satisfaction
- Organization interaction prioritization
- Improved FCR
- Reduced site abandonment
- Increased online's sales conversion
- 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.

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