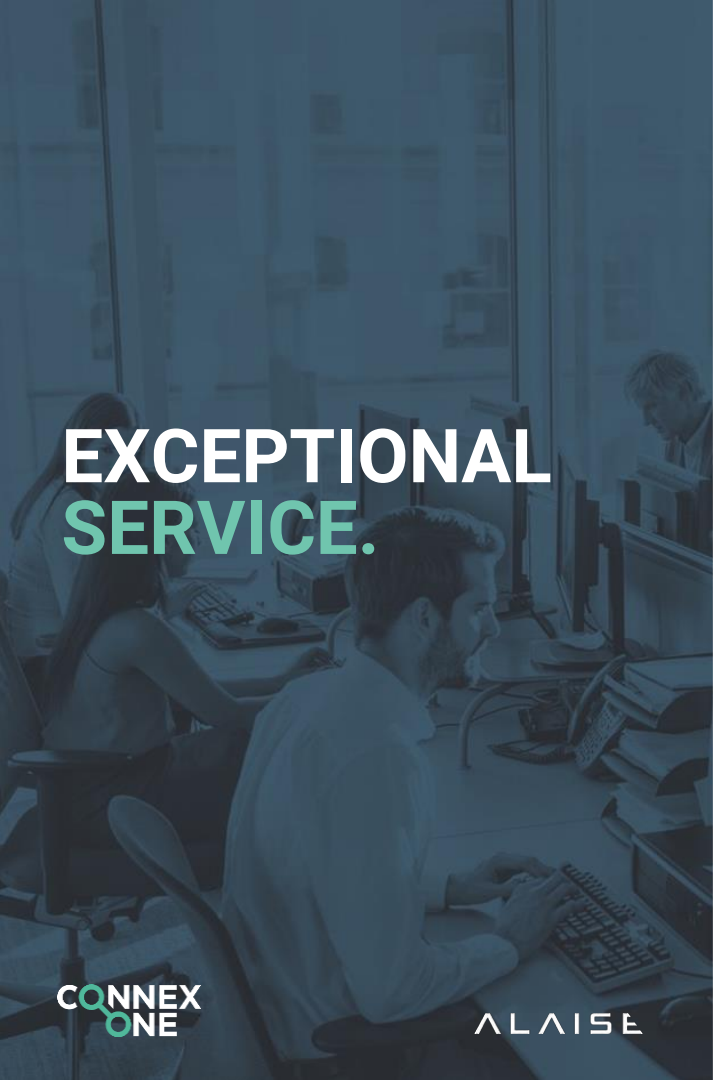
CONNEX ONE
ALAISE
A TECHNOLOGY PARTNERSHIP.

OUR MISSION.

We exist to positively shape your customer engagement experience by using our leading technology, insights and expertise to create the best solution for you.



EXCEPTIONAL SERVICE.

CONNEX ONE

ALAISE

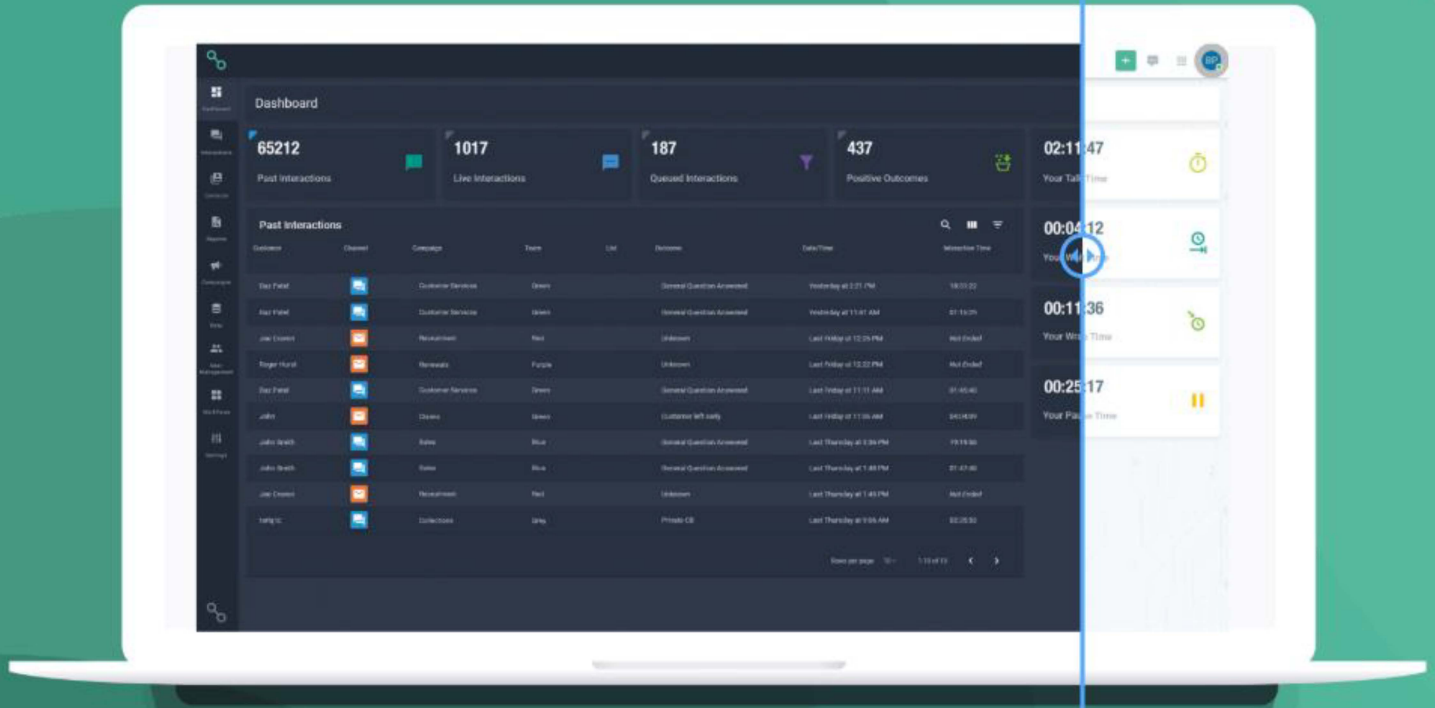
25% *Increase in sales in the first 4 weeks of using our solution*

33% *Increase in team productivity*

35% *Average saving when switching to our solution*

91% *of our clients would recommend us.*

ONE PLATFORM, FULLY CUSTOMISABLE



KEY FEATURES

BUILT FOR YOUR BUSINESS

DIALLER SYSTEM

FORM BUILDER

CXM OMNICHANNEL

REPORTING AND ANALYTICS

SHIFT MANAGEMENT

ATHENA AI

GAMIFICATION

WORKFORCE OPTIMISATION

SERVICE BREAKDOWN

CONTENTS

- Omnichannel
- Dialler
- Workforce Management
- Gamification
- Logical Form Builder
- AI and Speech Analysis
- PCI DSS
- Security and compliance
- Remote Working
- Integrations

TRUE OMNICHANNEL COMMUNICATIONS.

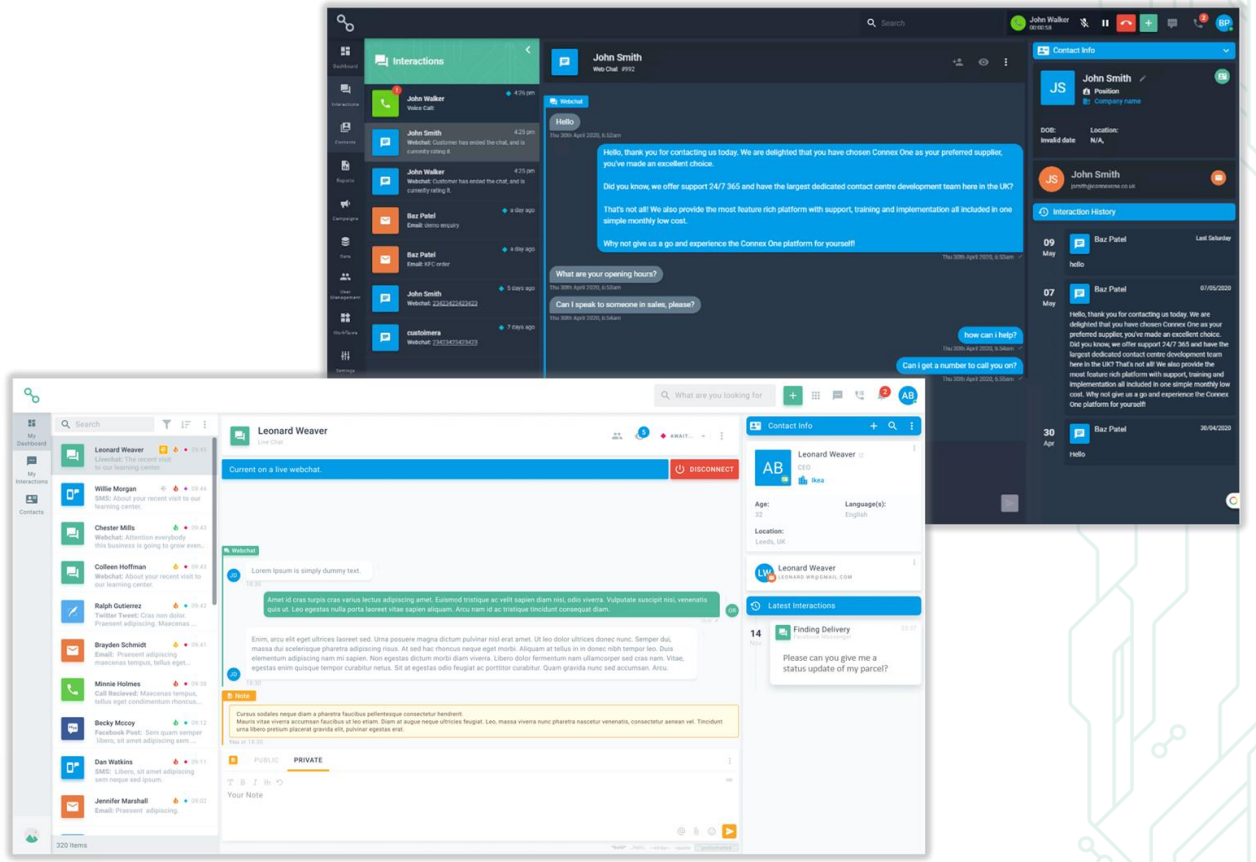
The Connex One platform enables organisations to handle interactions across phone, SMS, email, web, social and live chat.

TRUE OMNICHANNEL FOR CUSTOMER SUCCESS.

The Connex One omnichannel platform is flexible and versatile, encouraging both inbound and outbound customer interactions. By integrating seamlessly with your CRM systems, your agents can pick up the conversations where they left off, increasing the volume of tickets they can get through without decreasing the quality.

VOICE • EMAIL • LIVE CHAT • SMS • SOCIAL

Balance pace with piece of mind, give a greater personalised experience, with higher call & interaction volume.



CONNEX ONE

ALAISE

PUT YOUR AGENTS IN FRONT OF LIVE CALLERS

VOICE SERVICES

PREDICTIVE DIALLER

Get your agents in front of live callers even faster with our versatile dialler feature, combine service with sales volume through a smooth omnichannel approach.

INTERACTIVE VOICE RESPONSE

Using voice or the keypad, our advanced IVR features enable customers to quickly find the service and speak to an agent quicker.

SPEECH ANALYTICS

Analyse all your voice interactions to detect customer and agent emotions, identifying everything from upsell opportunities to positive/negative customer sentiment.

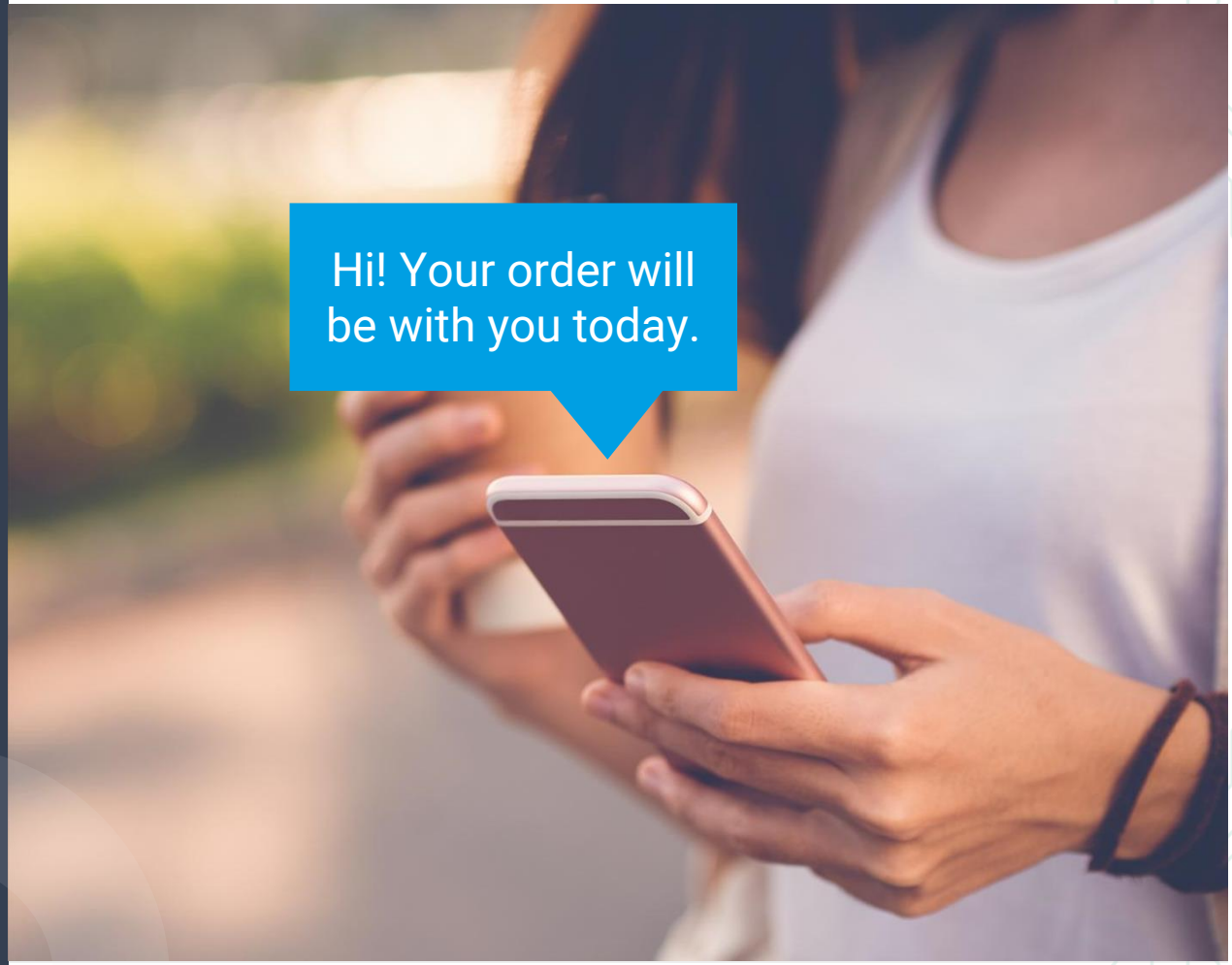
The Connex One Omnichannel Model

SMS FOR YOUR

MOBILE CUSTOMERS

The Mobile feature has been purpose built for the modern smartphone user, enabling you to successfully deploy IVR, Forms, Surveys into a visually optimised app-like engagement.

Outbound and Inbound SMS communication enables you to proactively deliver promotional campaigns, offers and notifications and enable your customers to use text as a support channel.

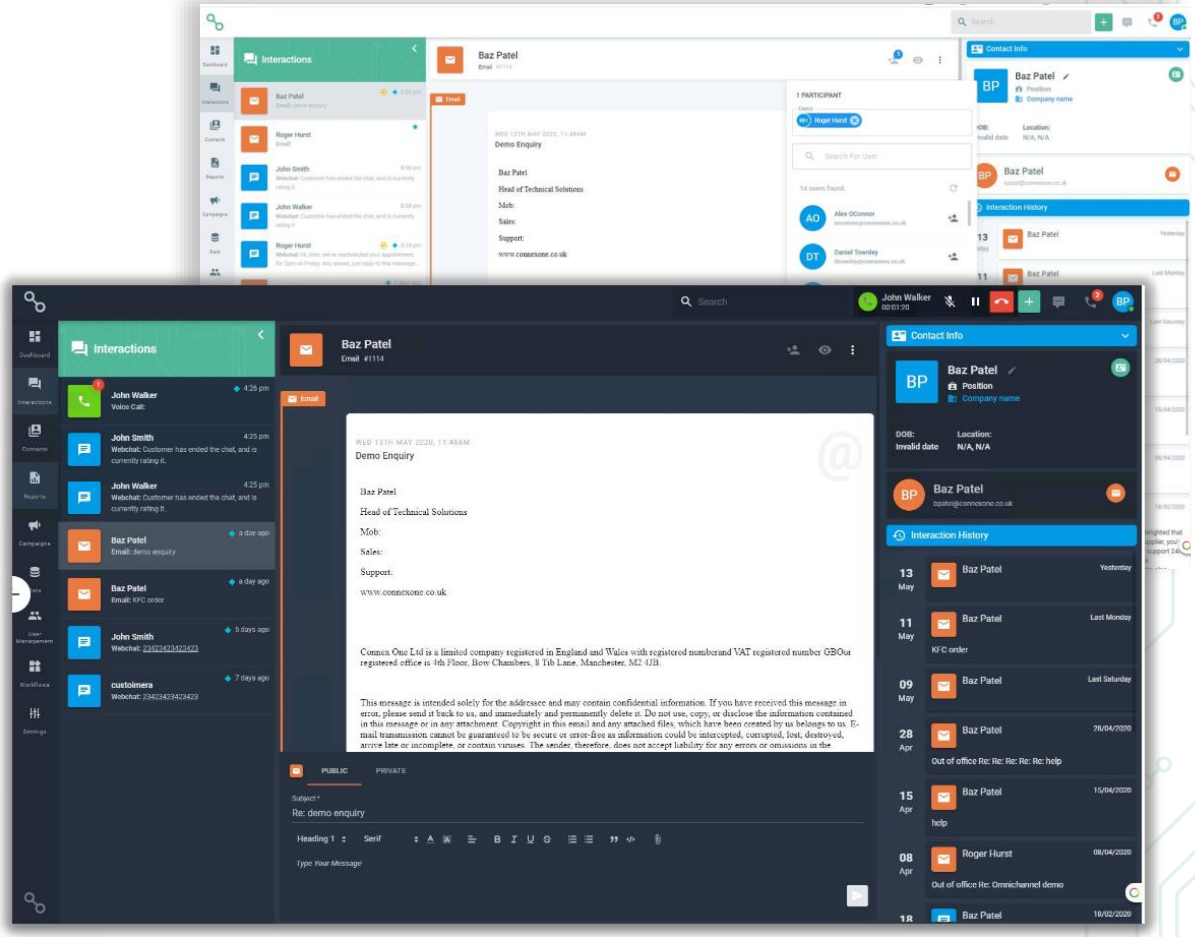


PRIORITISE, ESCALATE, ACTION.

INBOUND AND OUTBOUND EMAIL

The Email solution seamlessly integrates across all your customer contact channels for a single interface and logs all interactions in your CRM for a seamless journey.

Intelligent omnichannel routing features combined with dashboards and reports give detailed visibility into critical KPIs and SLAs to prioritise and escalate tickets.



CONNEX ONE

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GO FROM VISITORS TO CUSTOMERS

LIVE CHAT

Turn website browsing to buying by providing immediate answers to prospective customers. From prompting outbound questions nudging customers down the sales funnel to managing inbound customer service queries, Live Chat is a versatile tool that can deliver immediate ROI.

LEAD GENERATION

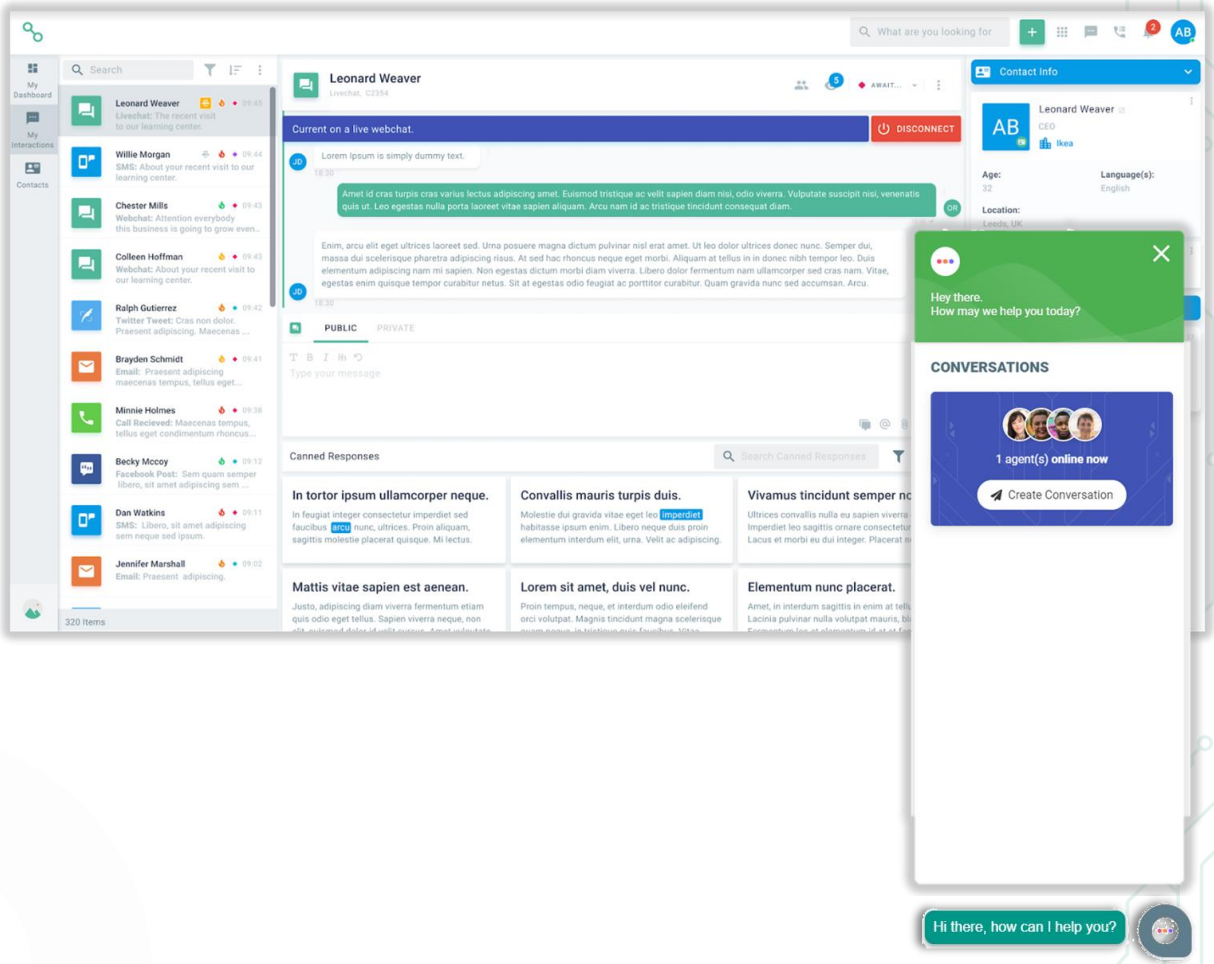
Prompt outbound messaging. You have thousands of web visitors, isn't it time to say hello?

INTEGRATION

Auto sync your conversation history to the customers account in your CRM to unify the user experience.

CUSTOMER SERVICE

Manage inbound messaging with clever automated ticketing to route the right queries to the right agent.

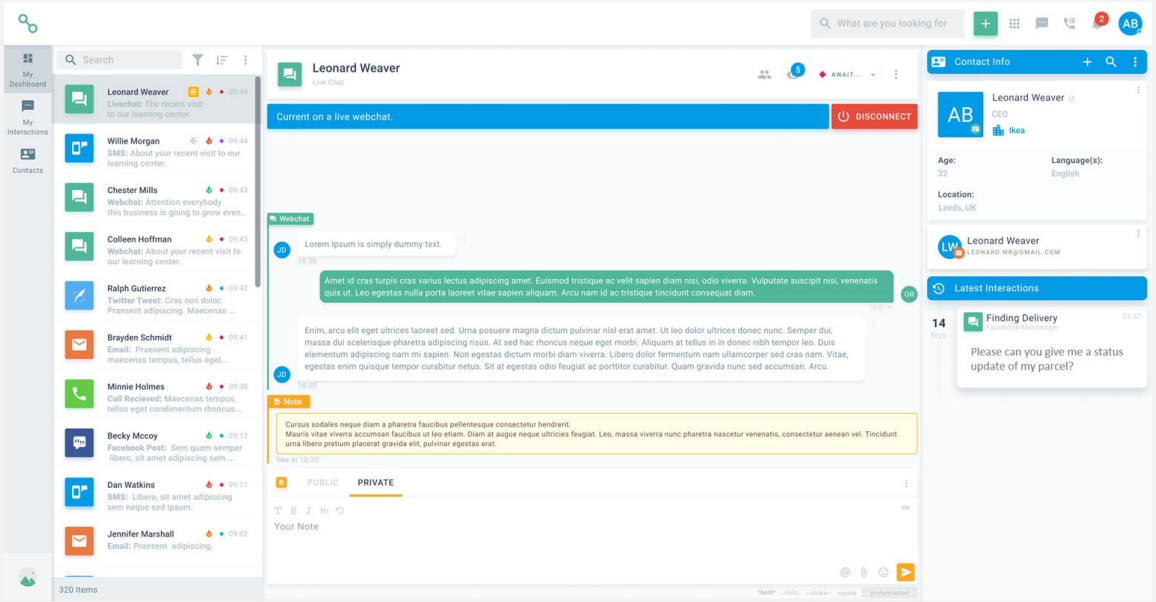


FOR YOUR CUSTOMERS ON THE MOVE

SOCIAL MEDIA

For many businesses, social media is the cornerstone in their communication strategy. Whether you use it for lead generation, marketing, customer services or branding, an Omnichannel solution can help to consolidate all your enquiries into one central point and distribute via social media platforms of your choosing.

For customers on the go it's important that you can keep up with the demand of modern life and communicate with them on their preferred channel, whether its Facebook, Twitter, WhatsApp or Instagram.
Easily send documents, files and links to your customers via social applications right to their mobile, tablet or desktop.



CONNEX ONE: DIALLER

DYNAMIC & PROACTIVE OUTBOUND CALLING

INCREASE YOUR TALK TIME BY 300%

TRADITIONAL
MANUAL DIAL
TALK TIME

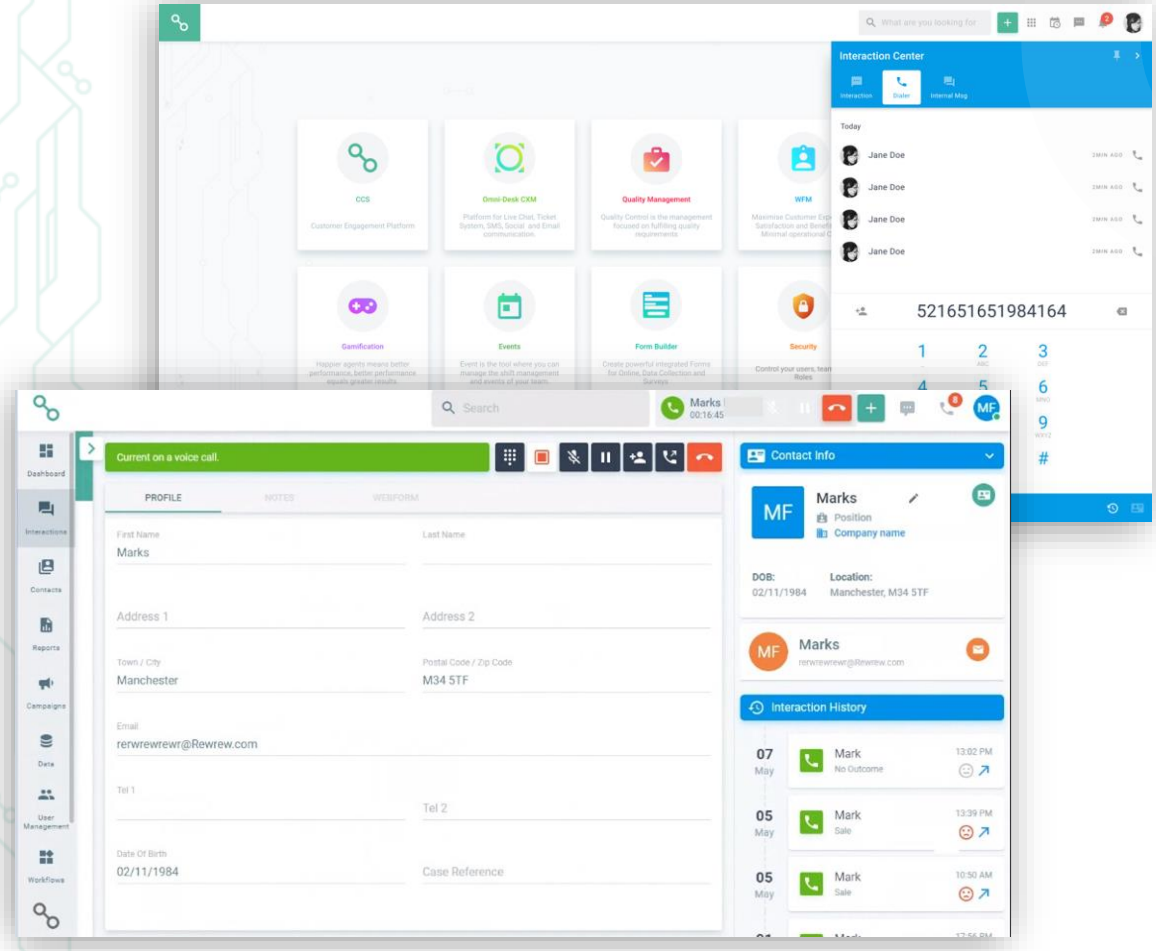
CONNEX ONE
PREDICTIVE DIALLER
TALK TIME

INCREASE CALL VOLUME
PREDICTIVE DIAL.

Powered by intelligent algorithms adapting to customer behaviour to maximise your outbound call rate and increasing your connection volume through learned success.

Predictive dialling limits dropped calls with bespoke pre-recorded messages and clever workflow call routing.

This automated process to connect live callers with available agents is proven to increase your talk time by 300% when compared to manual dialling.



TARGETED AND PERSONALISED CALLS CLICK TO DIAL.

Whether you want to increase call volume or nurture customer journey, take your customer interactions to the next level with Connex One. Equip your agents with next-generation dialler technology to increase productivity, customer satisfaction and sales revenue.

Take the time to make educated calls where your agents can view background interaction history through intuitive CRM API technology to make personalised, targeted calls.

CONNEX ONE

ALAISE

MANAGE THE EXPERIENCE WITH FULL VISIBILITY

AGENT PRODUCTIVITY

Our Platform gives your management team full visibility of agent productivity. Easily see real-time data at a glance or set up custom reports for detailed insights.

RELIABLE PRECISION DIALLING

Accurately predict agent availability and reattempt records with precision dial and alternate calling times.

INTUITIVE FILTERS

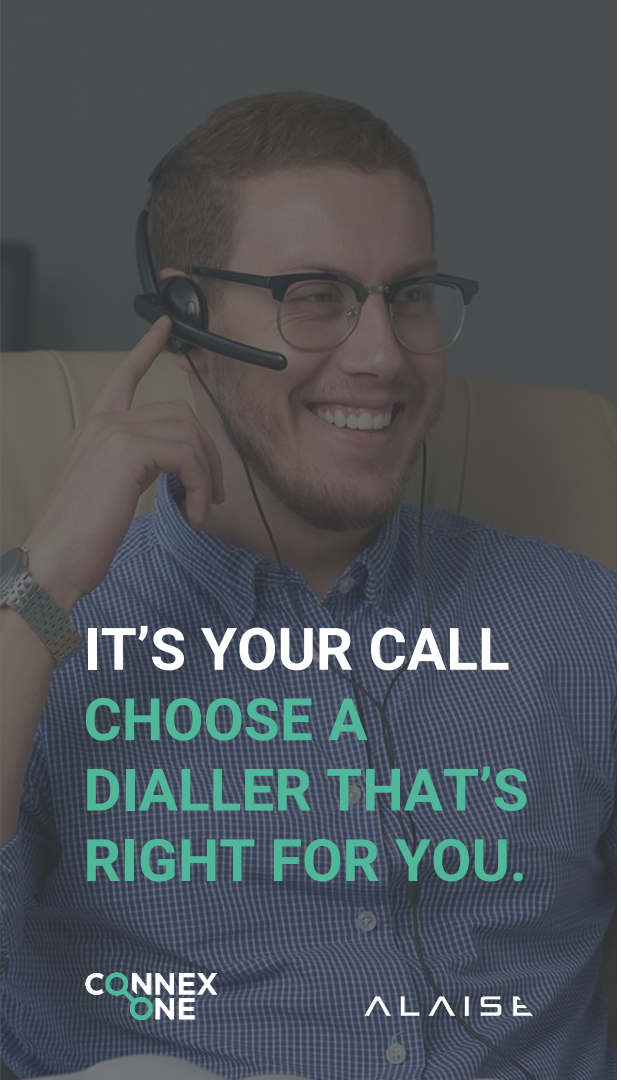
Filter out unproductive calls, such as no answers, voicemails, engaged and disconnected numbers for more accurate results.

PROACTIVE TECHNOLOGY

Powerful algorithms ensure compliance and can reduce wait time between calls to make it easier for your team to speak to ready customers.

INSIGHTFUL SPEECH ANALYSIS

Speech analysis and call recording give real-time insight into customer satisfaction.



IT'S YOUR CALL
CHOOSE A DIALLER THAT'S RIGHT FOR YOU.

CONNEX ONE

ALAISE

INCREASE QUALITY

PREVIEW DIALLER

Preview Dial utilises campaign optimisation features, combined with optimum call pacing giving your agents realistic targets, ensuring they balance call volume with customer service.

PREDICTIVE DIALLER

Limit drop calls with prerecorded messages and clever call routing. Connecting live callers with available agents is proven to increase your talk time by 300% when compared to manual dialling.

INCREASE VOLUME

CLICK TO DIAL

Take the time to make educated calls where your agents can view background interaction history through intuitive CRM API technology to make personalised, targeted calls.

PROGRESSIVE DIALLER

Advanced call pacing techniques only dial when an agent is available, keeping your agents busy and lower your call drop rates, as well as increasing your compliance.

DRIVE SUCCESS

SQL DIAL

Segment your data into different lists and demographics to create highly targeted outbound campaigns. With list priority and dial percentage functionality, this intuitive feature is proven to increase your conversion rate.

SMARTQ

The automated workflow builder enables the creation of intelligent interaction queues, allowing you to implement SLA targets across all interaction types and predict customer satisfaction levels

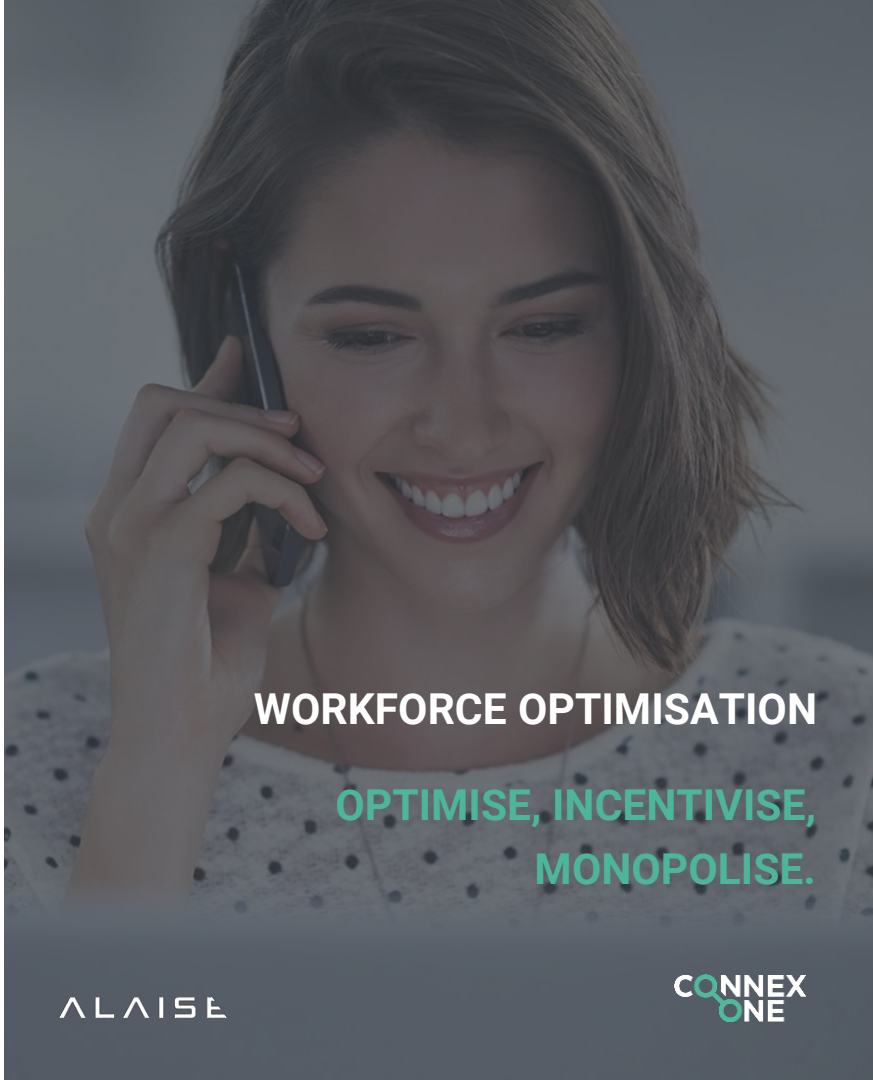
WORKFORCE OPTIMISATION

Empower teams and build empires with The Connex One Workforce Optimisation tool.

Monitor quality and performance to respond to the peaks and troughs in real-time to maximise team productivity.

The Connex One WFO suite enables managers to monitor quality, have viability of performance, and gain insight to the customer journey. When equipped with accurate data, your business can accurately predict volume to maximise your team's productivity and your bottom line.

- Identify & predict call volume trends
- Create & manage agent schedules
- Monitor Quality and meet SLAs
- Customisable dashboards and reports
- Advanced analytics and call recordings
- Reward positive behaviour with Gamification

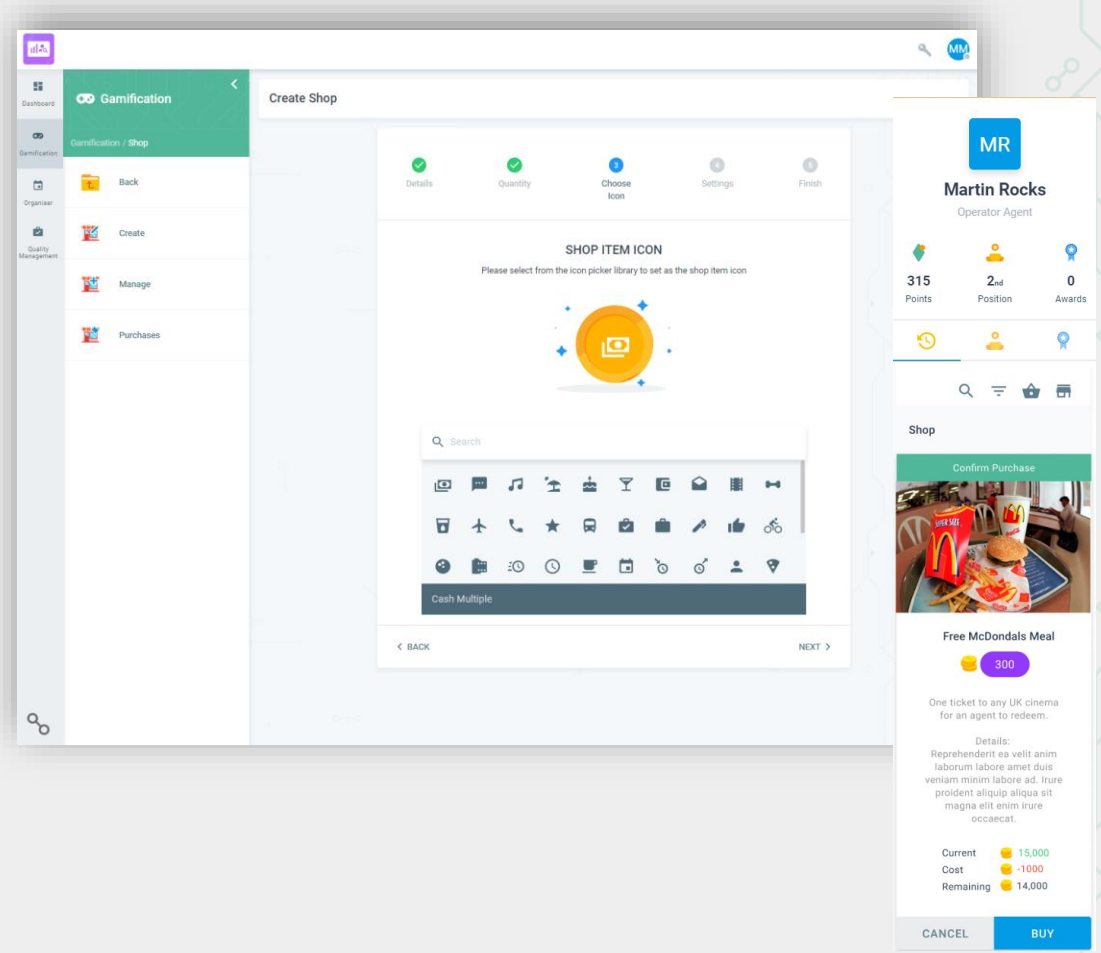


RAISE THE STAKES WITH GAMIFICATION

Gamification is a proven technique that motivates employees to hit KPIs. Create fun, engaging challenges that increase productivity and staff retention through incentivising positive behaviours.

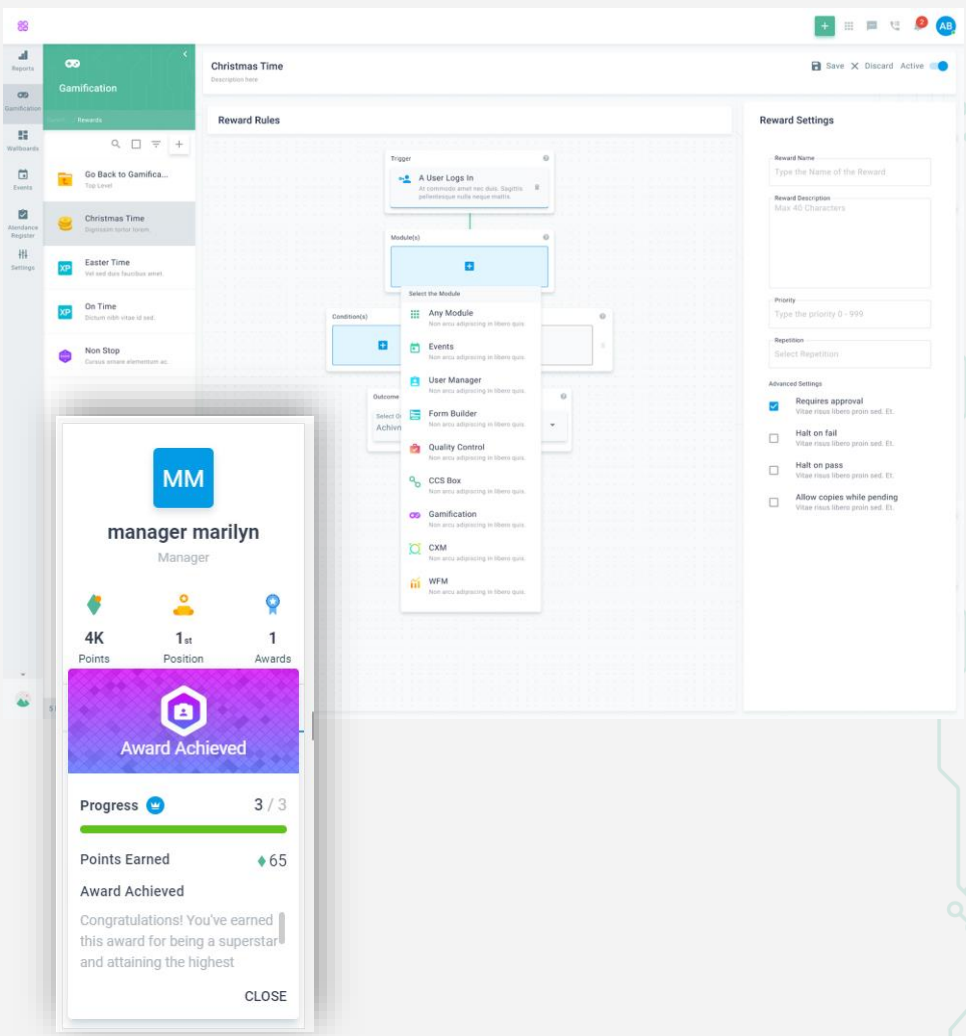
Advanced game mechanics create multi-level environments for your team to earn points, advance levels and collect badges in exchange for customisable commissionable incentives.

The platform Gamification module feature offers agents a fresh and engaging workplace experience. Combined with the centralised business intelligence, Gamification offers real-time insights into team productivity and equips managers with the tools to accurately incentivise teams.



A SOPHISTICATED REWARD SYSTEM WITH QUANTIFIABLE RESULTS

- Monitor and record all interactions in real-time with a suite of custom reports
- Improve retention and performance by letting agents manage their own shifts
- Uplift employee engagement and drive productivity by gamifying your business's KPIs
- Quickly identify your top and bottom performing agents to facilitate enriching coaching programmes



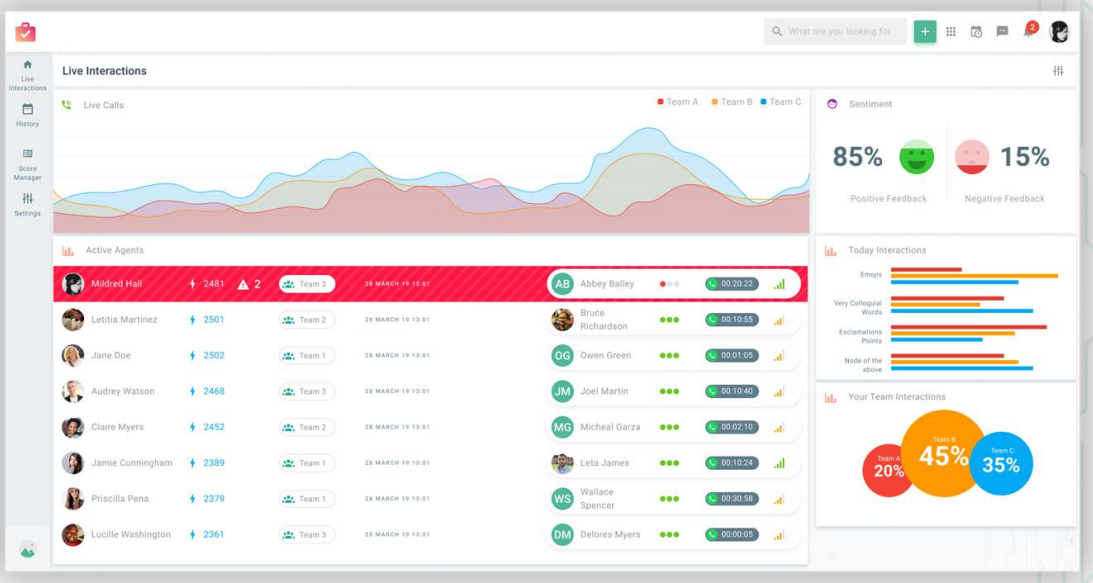
CONNEX ONE

ALAISE

TECHNOLOGY AS A TEAM PLAYER

QUALITY MANAGEMENT

As a Call Centre Manager, you need to balance optimal agent coverage for your contact centre with the fewest possible resources to meet your KPIs. Our Quality Management tool helps you harmonise customer satisfaction and contact centre efficiency.



CONNEX ONE

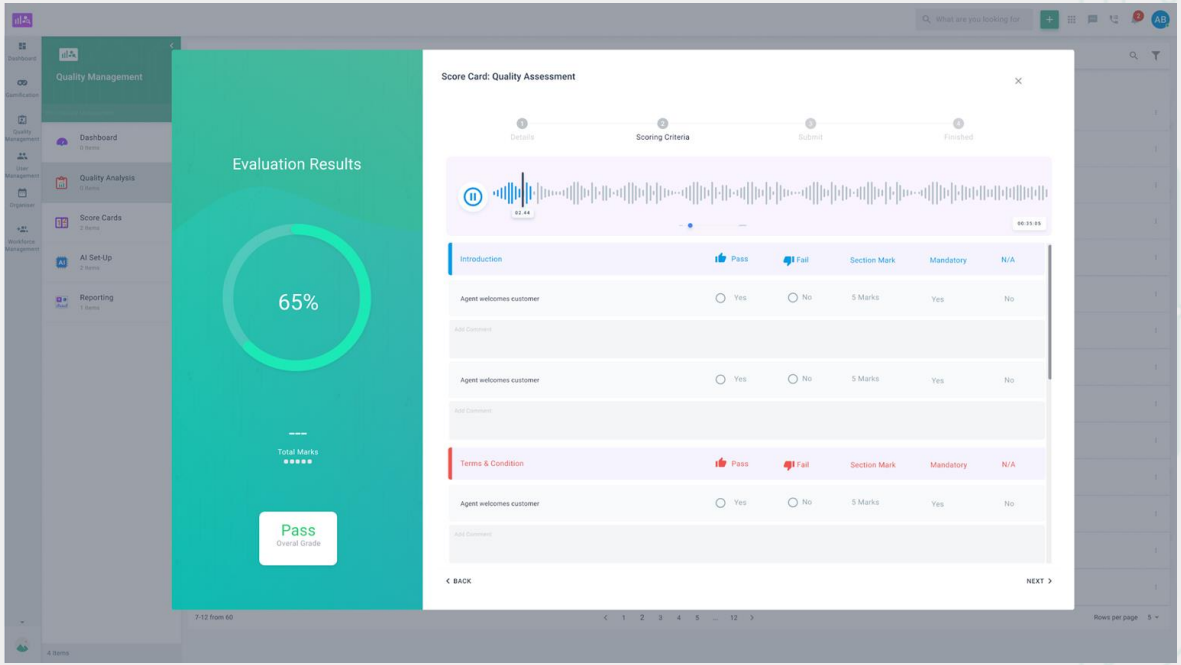
ALAISE

TECHNOLOGY AS A TEAM PLAYER
QUALITY MANAGEMENT

IDENTIFY TRENDS
Easily identify your busiest times to maximise your success

SPEECH & SENTIMENT ANALYSIS
Automate your Quality Control using the speech analytics engine and sentiment analysis.

CUSTOMISABLE DASHBOARD
View agent performance and adherence to policy

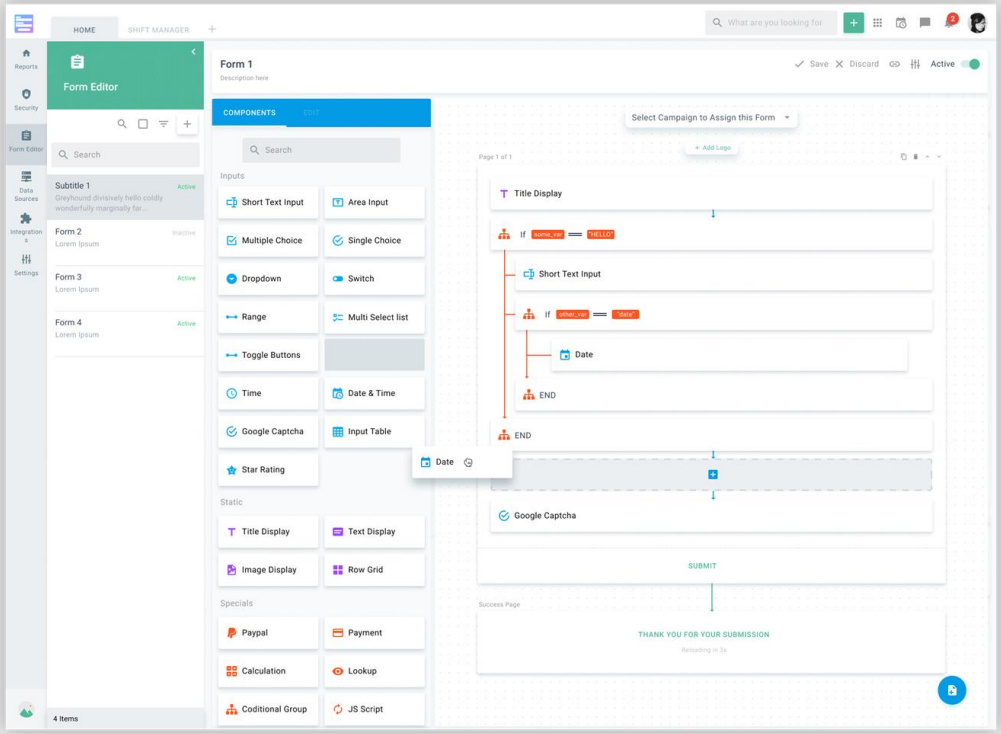


CONNEX ONE

ALAISE

CONNEX ONE: LOGICAL FORM DESIGNER

Create incredible user journeys your customers will love.



WHO NEEDS CODE?

LOGICAL SCRIPTS

Engage your agents with natural workflows complemented by powerful AI driven insights.

Our user-friendly design canvas is a simple way to create powerful forms. Drag-and-drop controls, combined with advanced business logic make it easy to customise your forms for all your business needs.

CONNEX ONE

ALAISE

INSTANT NOTIFICATIONS

With powerful API technology, you'll get instant alerts when someone fills in your form which is then automatically mapped to the agent best suited to answer the query.

ACQUISITION DATA

Not only can you get a clear idea where your leads come from, but our reporting suite can tell your form's page views, conversion rates, error score, and a lot more.

IMPROVED CUSTOMER EXPERIENCE

Not only can you speed up the time that a customer gets a response, but you can respond with increased precision by knowing exactly what they need.

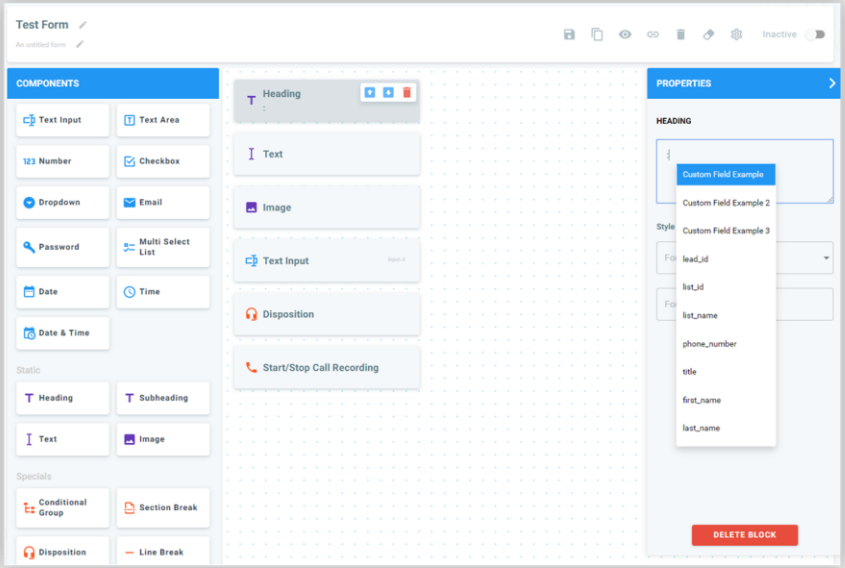
ACCURATE DATA DRIVEN INSIGHTS

BENEFITS OF USING FORMS

The Form Designer isn't a one way street of inbound information coming in, its an intuitive way to learn more about your customers and refine what you do.

CONNEXONE

ALAISE



- **AUTOMATED TASK MANAGEMENT**
  Send alerts, launch escalations and begin approval process directly from form fills.
- **INSTANTLY CORRECT ISSUES**
  Generate action plans with escalation points and immediate corrections at the end of forms.
- **DEFINE CUSTOM WORKFLOWS**
  Set up workflows that automatically assign follow-up tasks based on specific responses and form scores.

AUTOMATED ENTERPRISE FORM SOLUTIONS

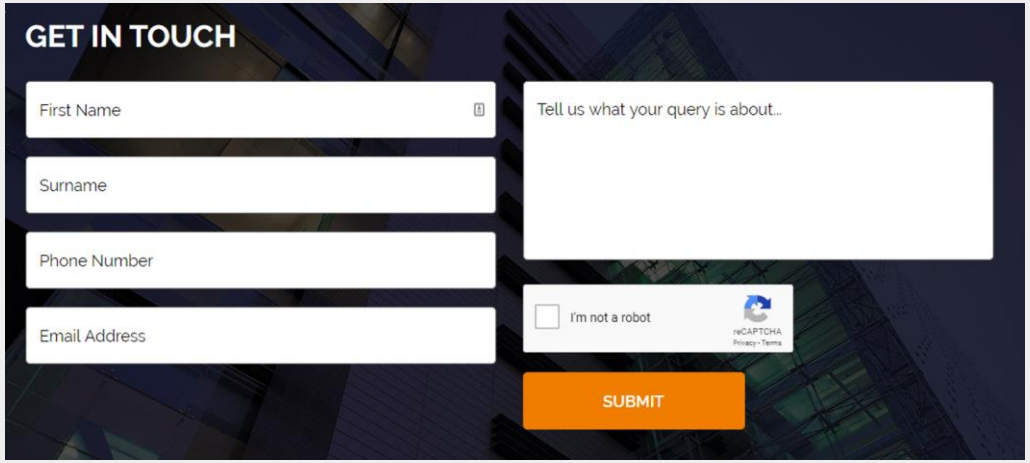
QUALITY CONTROL FORMS

Streamline and refine existing processes with Quality Control Forms. Follow up completed forms with alerts, prompt approval processes, and launch escalations.

Managers can have a clear view on workloads by attaching custom statuses and deadlines to outstanding tasks, then automatically send reminders about upcoming deadlines.

CONNEXONE

ALAISE



CAPTURE THE INFORMATION YOU NEED

WEBSITE FORMS

Convert more website visitors into customers with bespoke designed forms that are simple to set up and fill out.

Apply preset or custom business rules to build dynamic forms that respond based on user input. Conditional formatting and validation allow end-users to see only the fields they need to fill out, ensuring the right information is collected the first time around.

CONNEX ONE

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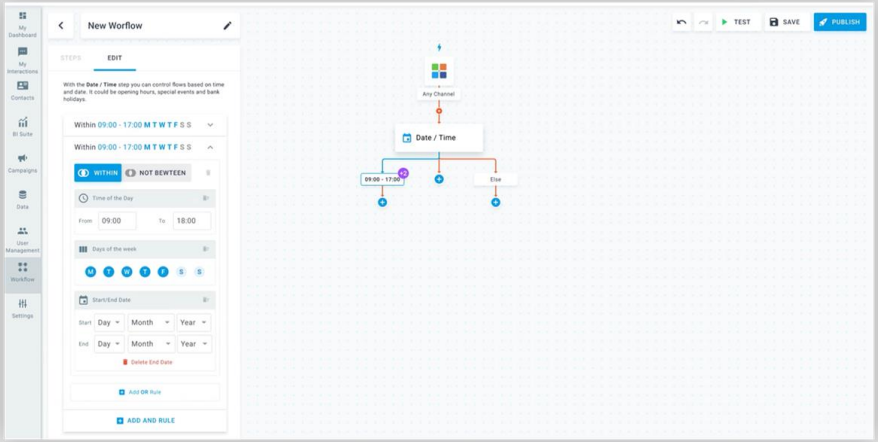
INFORMATION CAPTURE SHEETS

CUSTOMER DATA



- **NO CODE NEEDED**
  Simply drag and drop the features you want, while sophisticated scripts run in the background to bring powerful data capture screens to life.

- **INTEGRATION WITH EXISTING SYSTEMS**
  Connect to external data sources and Plugins with ease when building, which sync up workflows to your CRM and ticketing system.

- **CONDITIONAL LOGIC**
  Build in auto-responses or conditional logic to guide your agents into having productive conversations and a highly personalised user experience.

Our Form Designer will do the hard work for you. Equip your agents with the full context of the customer journey and interaction history, enabling educated and precise intervention.

Create the form you want in minutes with effortless drag-and-drop data fields powered by intuitive API routing.

CONNEX ONE

ALAISE

AI AND AUTOMATION
THE FUTURE OF YOUR CONTACT CENTRE

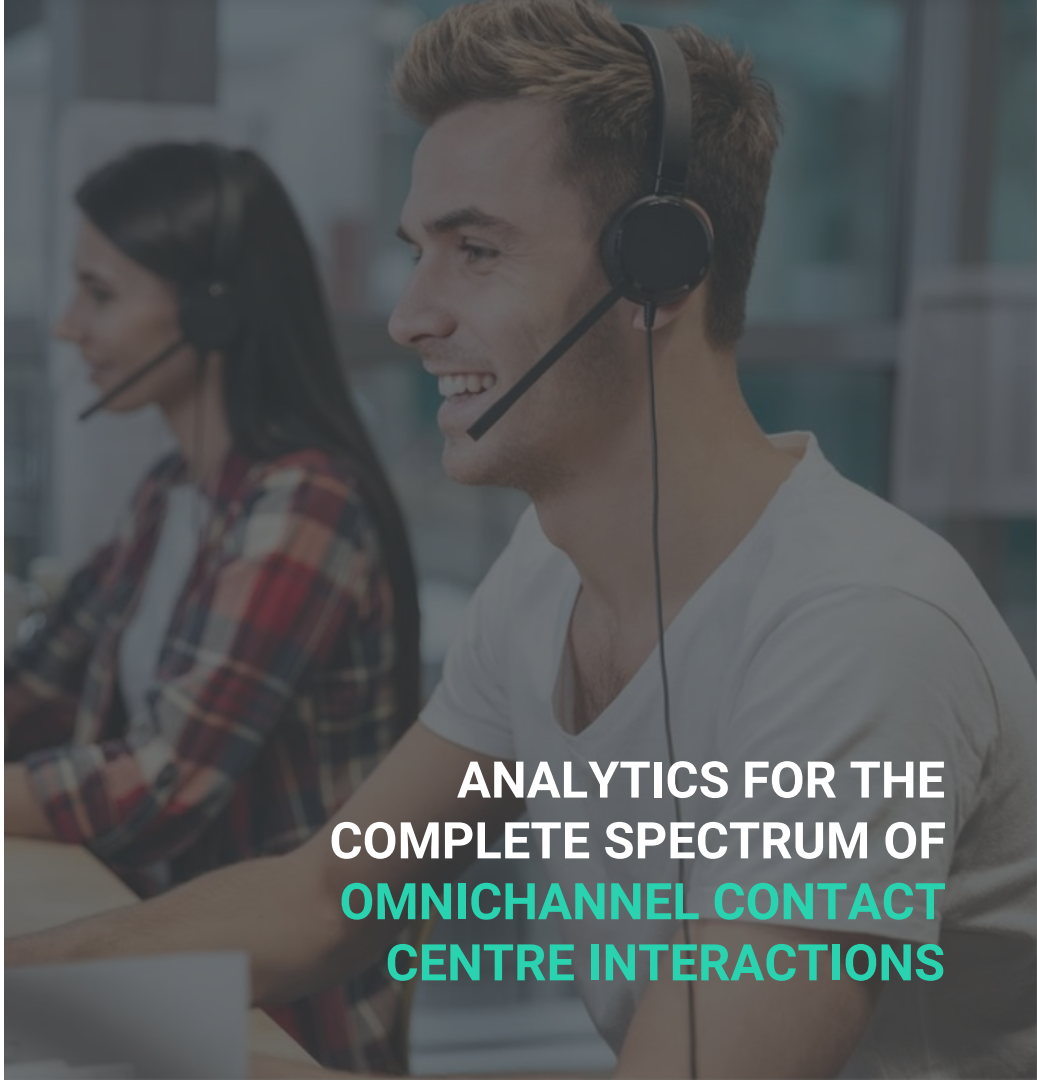
ATHENA
ARTIFICIAL INTELLIGENCE.

ATHENA HR

ATHENA SPEECH

ATHENA CHAT

ATHENA CONNECT

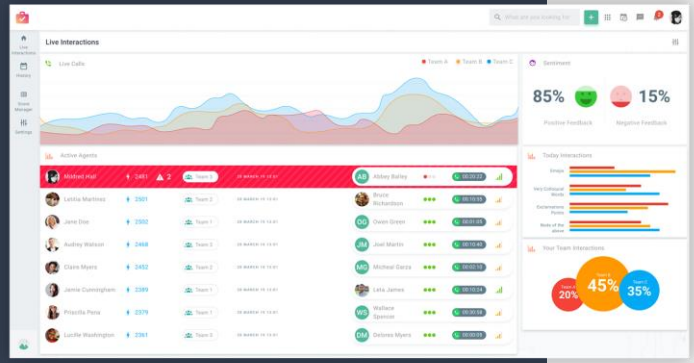


CONNEX ONE

ALAISE

SPEECH
ANALYTICS

AI SPEECH



POSITIVE/NEGATIVE SENTIMENT ANALYSIS

Easily understand trends in customer conversations to ascertain customer satisfaction

TRANSCRIPTION SERVICES

Save your business time and money with automated transcription for all your calls

FULL KEYWORD ANALYSIS

Increase opportunities to up-sell by targeting how keywords are used.

AUTOMATED CUSTOMER SATISFACTION SURVEYS

Truly understand how your customers feel about your business with IVR surveys

CONNEX ONE

ALAISE

SPEECH
ANALYTICS

AI CONNECT

AUTOMATED CUSTOMER PREFERENCE REVIEW

Review customer preferences eg: time of day so only make them available to contact outside work hours

BEST TIME TO CALL/INTERACT

Give your sales team the best time to call and interact with customers and improve overall conversion rates

OPTIMAL METHOD OF CONTACT

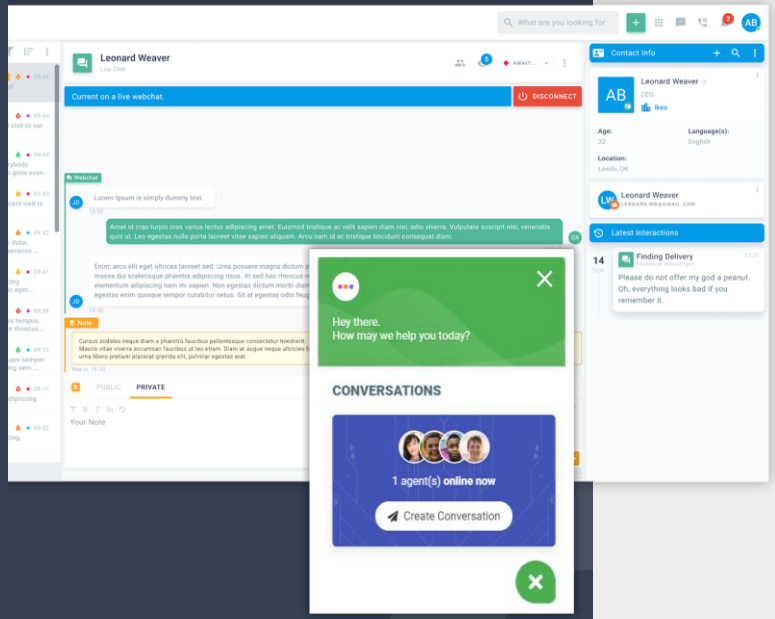
Contact your customers through their preferred method of contact with intelligent machine learning

CONNEX ONE

ALAISE

VIRTUAL AGENT

AI CHAT



UNDERSTAND CUSTOMER INTENT WITH MACHINE LEARNING

Our system understands customer intent, gets better over time and is smart enough to escalate and transfer to a human agent

RELIEVE STAFF OF MUNDANE TASKS

Let AI loose on the mundane matters so your agents can strut their stuff on the more strenuous situations

SEAMLESS INTEGRATION WITH YOUR SYSTEM

Seamlessly integrate AI with the Omnichannel module to transition conversations between chat bots and humans

COLLATE INFORMATION FROM VARIOUS DATA SOURCES

AI will continuously learn from a variety of data sources; FAQs, email archives, chat transcripts and your own website to ensure you stay current

CONNEX ONE

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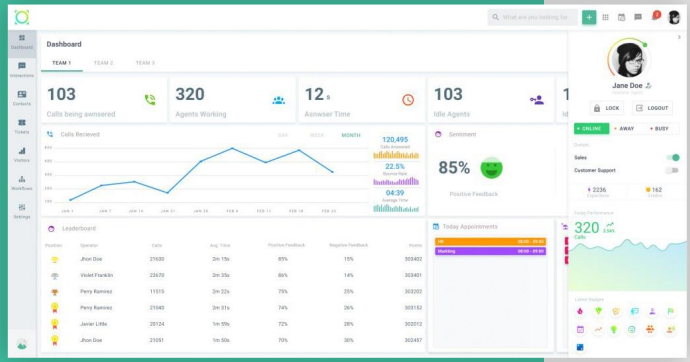
HUMAN RESOURCES

AI HR



GAIN RESOURCE STATISTICS BASED ON HISTORICAL INTERACTIONS

Working with Workforce Management stats, HR AI will intelligently predict staffing requirement by reacting to team attendance and shift management

AUTOMATED QA

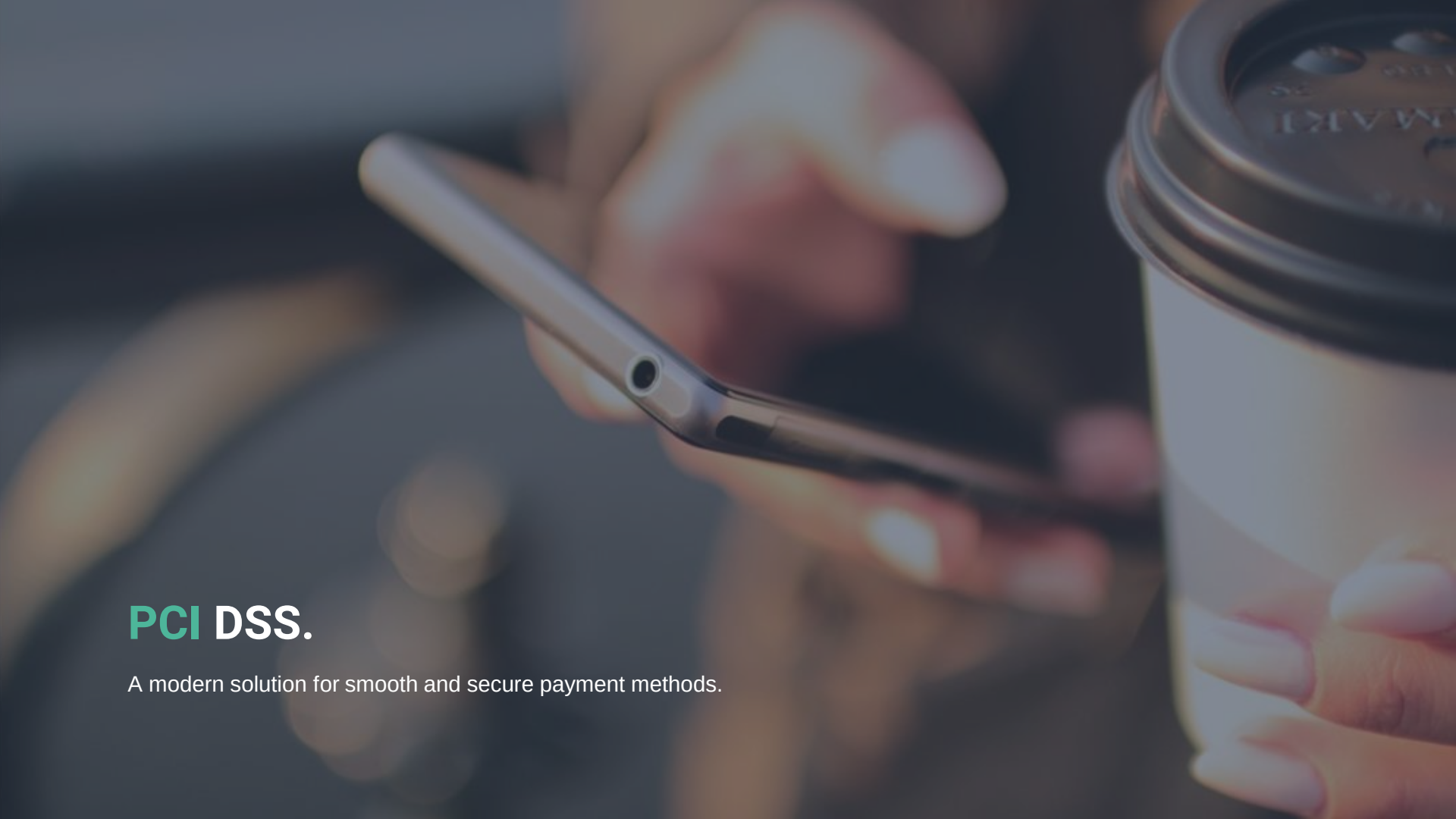
Use historical interaction stats – gain resource insights based on your last X weeks

REMOVE HR/TL PROCESS WITH AUTOMATED FUNCTIONS

Automatically accept/reject holiday requests based on current/previous staffing intelligence, remove the HR/TL approval process

CONNEX ONE

ALAISE



PCI DSS.

A modern solution for smooth and secure payment methods.

SECURE AND ENCRYPTED PAYMENTS.

Descope your business from risk by routing transactions through Connex One's secure and compliant payment software.

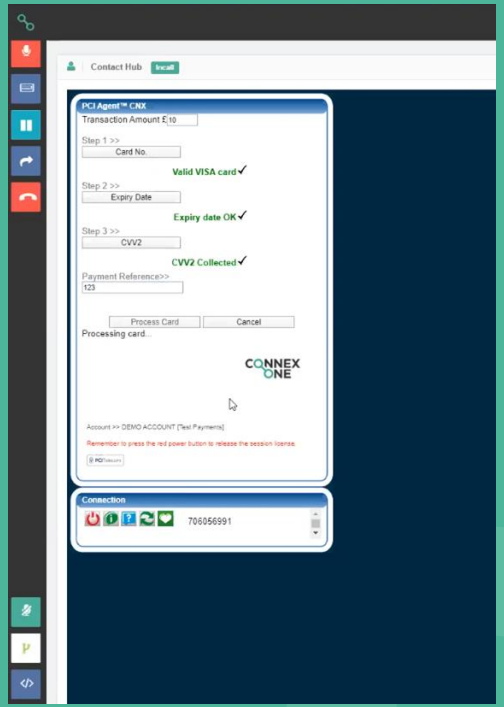
Clever message routing allows your customer to breeze through payment methods quickly and safely. Free up more of your agent's time by allowing customers to use IVR self service, fully automated features or support them through the transaction with Agent assisted Payments.

Live chat payments

Agent assisted payments

IVR Payments

PCI DSS COMPLIANCE.



All Connex One Voice services are Payment Card Industry Data Security Standard (PCI DSS) compliant.

The customisable payment solutions with all our Omnichannel features are built on a secure, trusted and PCI certified platform.

Take payment over the internet and phone with ease, safe in the knowledge that your transactions are protected, and your customer's information is encrypted.

HM Government G-Cloud Approved Supplier

CERTIFIED LR ISO/IEC 27001

PCI

GDPR

ALAISE

CONNEX ONE

CUSTOMER SERVICE

WITH LEVEL 1 PCI-DSS ENHANCED SECURITY

Customer engaged

Decision made to attempt a card transaction between Agent & Customer

Agent blind transfers the call to a unique 'Secure mode' number on PCI-DSS platform.

Customer is connected to L1 PCI DSS accredited DTMF servers on PCI-DSS platform

Agent launches a PCI Agent browser session via Connex webform or CRM integration. (Call recording auto disabled)

Agent guides Customer through payment with onscreen visibility of process

Customer payment processed securely

Transaction outcome displayed to agent and communicated to customer verbally.

CRM integration will allow payment auth codes to be appended to CRM.

CONNEX ONE

REPORTING & ANALYTICS.

Drive productivity with increased visibility

ACTIONABLE INSIGHTS

CONSOLIDATED REPORTING HUB.

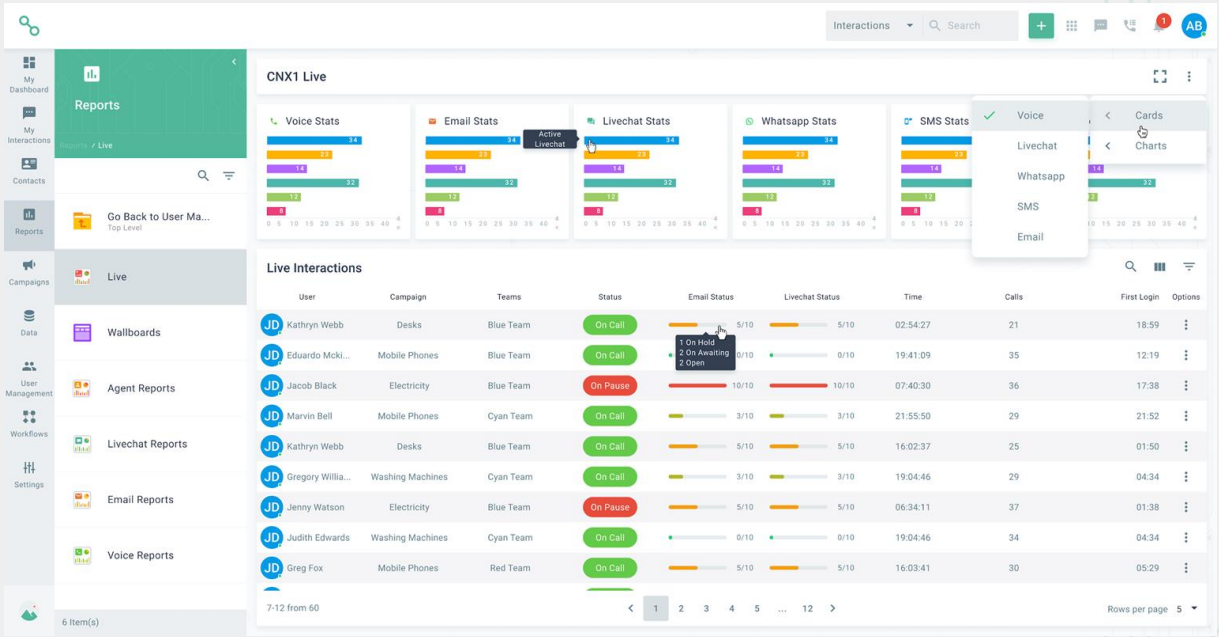
Create rules to organise and assign data into lists, campaigns or teams as it flows through the system. The data becomes more refined and organised over time, optimising your usage.

The Data Waterfall strategy can be outcome or time based, flexibly catering to your KPIs.

CNX1 LIVE

INTERACTIVE DASHBOARDS

WALLBOARDS



AGILE, RESPONSIVE REPORTS
DATA WATERFALL

Create rules to organise and assign data into lists, campaigns or teams as it flows through the system. The data becomes more refined and organised over time, optimising your usage.

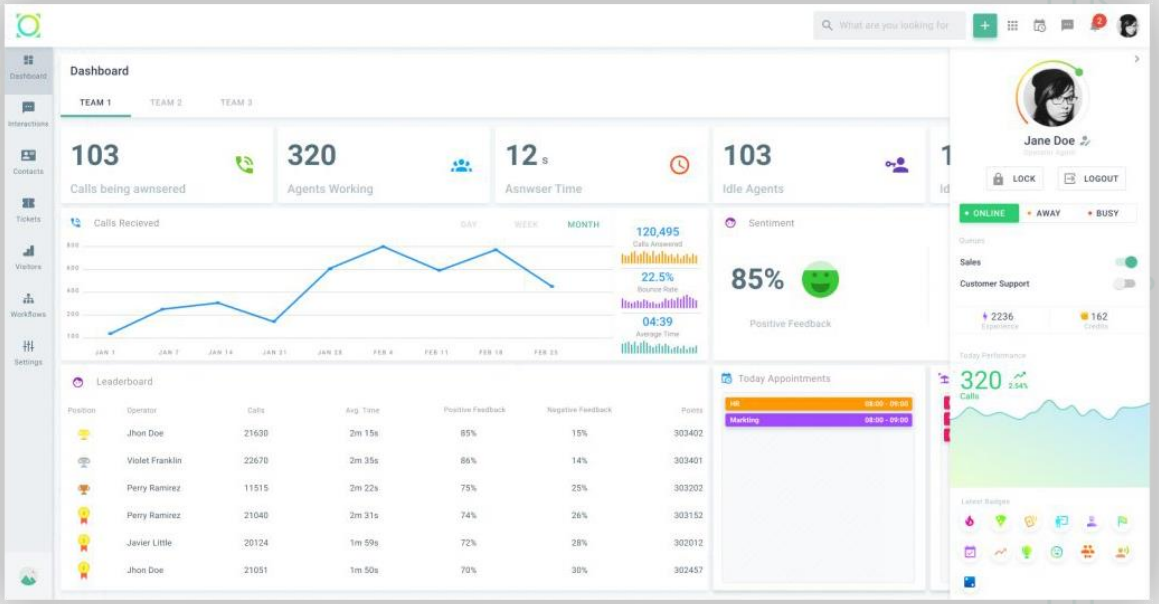
The Data Waterfall strategy can be outcome or time based, flexibly catering to your KPIs.

COLLABORATE
Move a data record from one department to another

NEVER MISS AN OPPORTUNITY
Drill into uncontacted data to create new channels

DRIVE LEADS
Create new lists from existing records for cross selling or marketing purposes

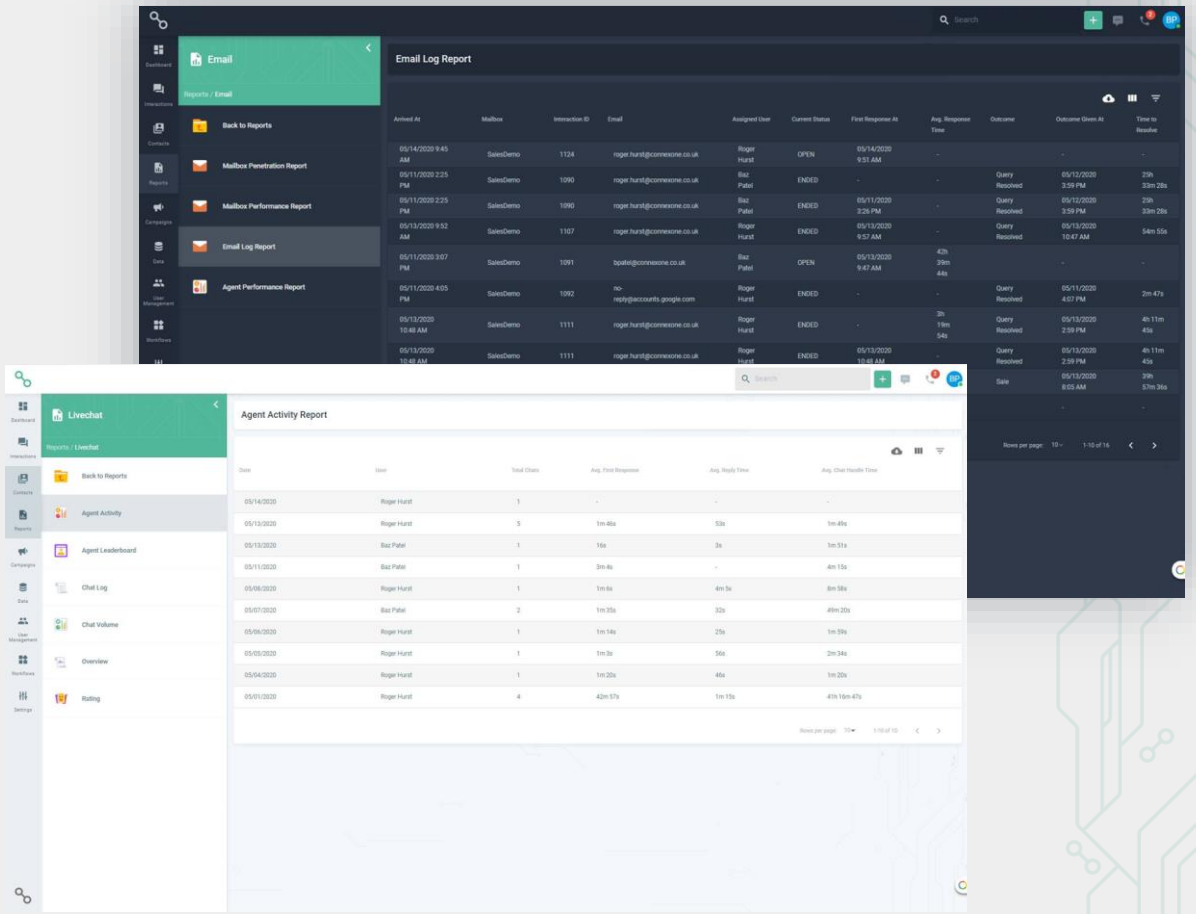
MANAGE WORKLOAD
Distribute Data evenly between Operatives.



MANAGE THE EXPERIENCE

CENTRALISED REPORTING SYSTEM

Our Reporting and Analytics suite provides compliance, productivity and improves efficiency. It also reduces errors by utilising a centralised orchestration and workflow engine to enable visibility throughout the business with advanced reporting and insight tools.



CONNEX ONE

ALAISE

CONNEX ONE: INTEGRATION

QUICK, SIMPLE, PAIN-FREE AND SEAMLESS

SEAMLESS INTEGRATION FOR CUSTOMER SUCCESS.

Simple integration with your software is one of the key requirements of any new system you implement and that's why we've made integrating with the Connex One platform seamless.

The platform has the ability to integrate with a variety of the world's leading software whether it be CRM systems, fintech or ticketing systems.

Our implementation team can enable this to be a quick and pain-free process, completely bespoke to your business.

CONNEX ONE

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INTEGRATE THROUGHOUT YOUR BUSINESS

- Salesforce
- Zoho
- Microsoft Dynamics
- HubSpot
- HubSolv
- Sage Pay
- Verifone
- Worldpay
- Barclays PDQ
- Secure Trading
- Zendesk
- Slack
- G Suite
- Office 365
- Skype for Business
- WhatsApp
- Tray.io
- Zapier
- Cisco
- Avaya

INTUITIVE API

CRM INTEGRATION

The API feed can identify, sort, process and receive inbound data, which is then stored as files within the platform. Intuitive and secure API technology works in the background to give your agents more time to do what they do best without being bogged down by administration.

Seamlessly transition from existing legacy systems to a modern call centre solution, with all the same data at your fingertips.

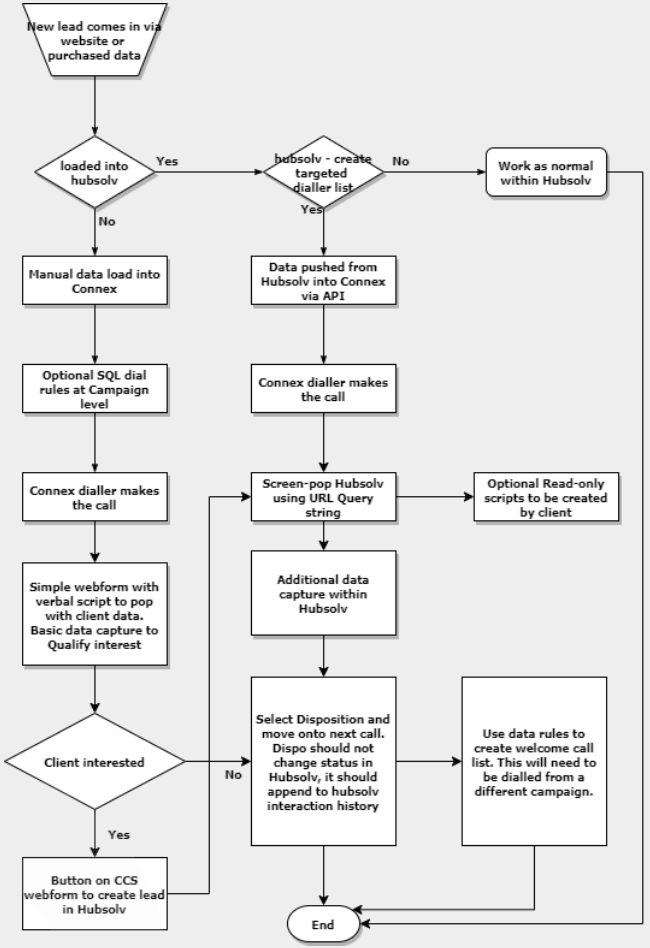
CONNEX ONE

ALAISE

INTEGRATION
HOW CONNEX ONE CAN HELP

Connex One provides a standards based API to enable multiple data feeds right from your customer engagement and back office systems, including the ability to identify, sort and process data.
We can also integrate with your existing PBX systems and hard phones to ensure we provide the best contact centre solution for your business.

Our Technical Services Engineering team will work with you to map out the integration process flow, example to the right, and ensure the integration is seamless and pain-free.



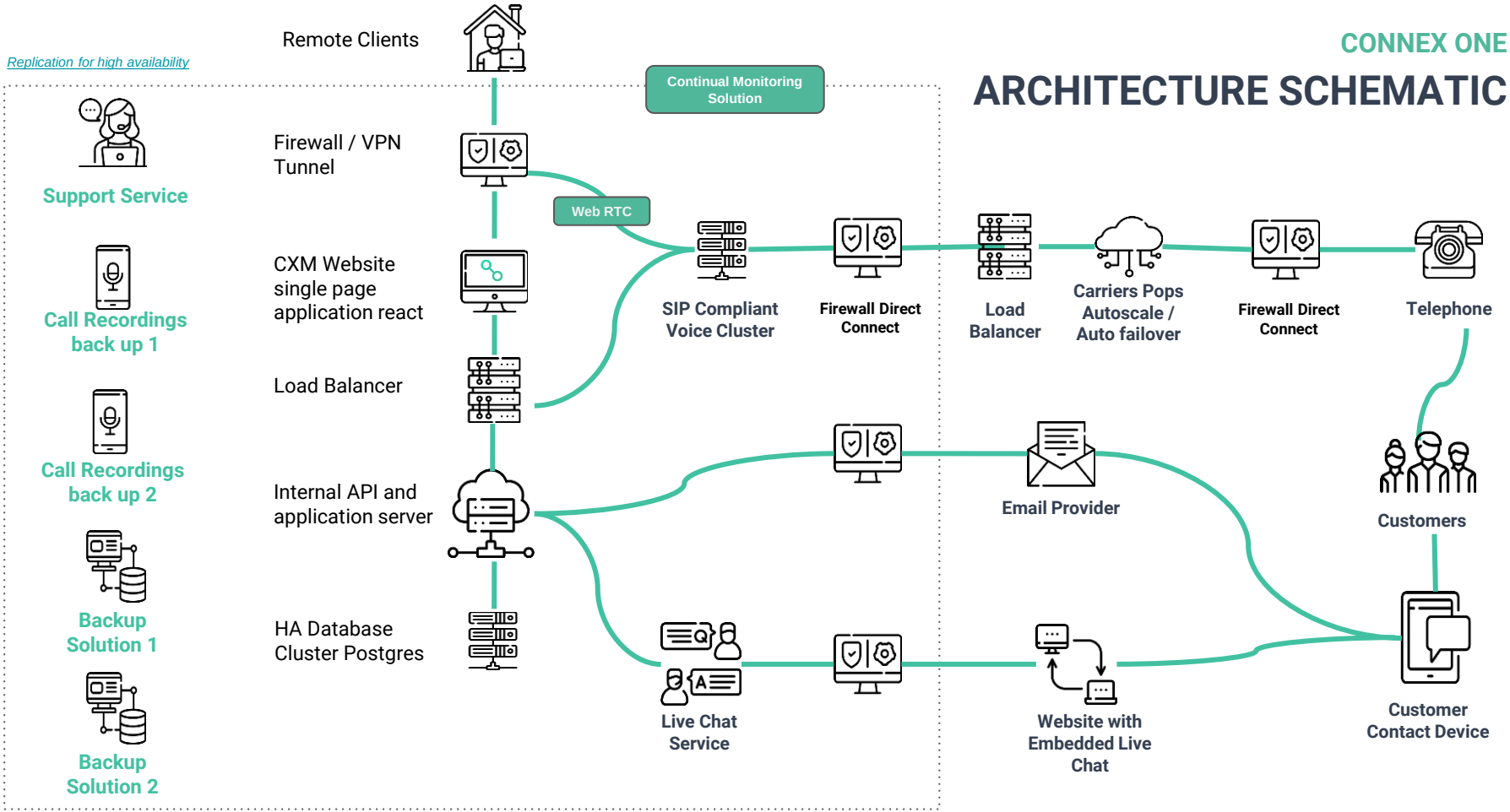
- Open APIs - Admin & Telephony
- Experience & Dedicated Integration/ Custom Development team
- PCI-DSS Compliant Payment Solution compatible with many PSP's and merchants

CONNEX ONE: SECURITY AND COMPLIANCE

ONE SECURE AND RESILIENT SYSTEM, POWERED BY DEDICATED AND DILIGENT PEOPLE

CONNEX ONE

ARCHITECTURE SCHEMATIC



ONE SYSTEM THAT'S

SECURE & COMPLIANT, AS STANDARD

When dealing with oodles of data, hi-spec tech and sensitive information, it is paramount that you can rely on your systems and trust your provider to maintain a robust and secure platform. The integrity and security of your service and data is our top priority – along with achieving successful campaigns.

IT'S ONE SECURE AND RESILIENT SYSTEM.

CCMA Customer Contact Management Association

CCA cca-global.com

PCI

Digital Cloud Security

HM Government G-Cloud Approved Supplier

CERTIFIED LR ISO/IEC 27001

NORTHERN TECH Awards Presented by GP Bullhound 2018 WINNER Connex One – Young Entrepreneur Award

GDPR

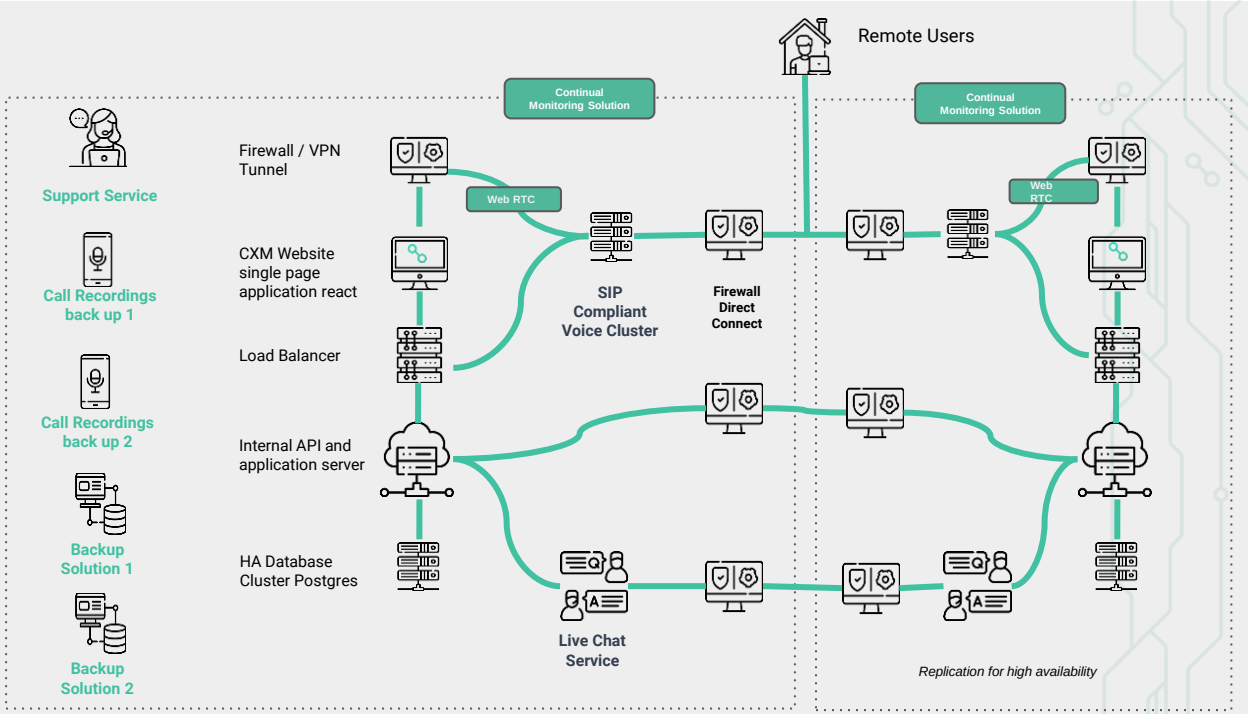
MAXIMISE YOUR UP-TIME

ONE SECURE AND RELIABLE SYSTEM

For Contact centre Organisations that rely on high volumes of calls and interactions, nothing is more important than up-time. Connex One processes over 15 Million transactions globally and is trusted by over 600 contact centres.

The Connex One system is a cloud based platform, deployed using a hardened and secure architecture with fully backed-up and compartmentalised security zones.
Your data security is our number one priority. Connex One is subjected to rigorous auditing to ensure high standards of security and robust data protection controls.

New high availability option for clients requiring 99.999% uptime.



Support Service

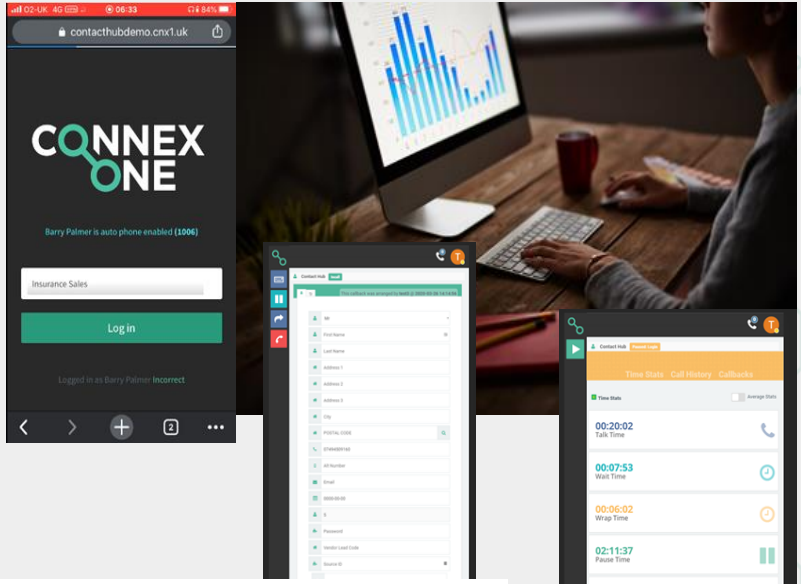
Speed & Salability

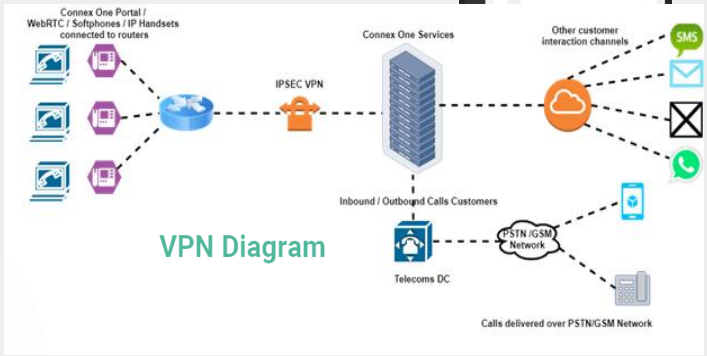
Continual Monitoring

REMOTE WORKING HOW CONNEX ONE CAN HELP

With the new challenges presented by Covid-19, many Connex One clients are asking about the remote working options available. With many countries now in lockdown or nearing lockdown status working remotely is creating many common challenges.

- Secure Remote Connectivity
- Responsive Mobile Web App
- PCI-DSS Compliant Remote Payment Solution





EXTRAORDINARY SERVICE

BACKED UP BY

POWERFUL TECHNOLOGY

THANK YOU.

Questions & next steps

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CONNEX ONE