

# XIMA AI + Invosys

## Optimise Your Workforce & Drive Customer Service Excellence

XIMA and Invosys have joined forces to deliver an advanced suite of AI-powered contact centre tools that integrate AI-powered automation, real-time intelligence, and seamless customer engagement - all designed to optimise your workforce and enhance customer service levels.

### AI-Driven Features Designed to Transform the Customer Experience

- ▶ AI Messaging Chatbot: Engage with customers easily via SMS, WhatsApp, and webchat while ensuring real-time intelligent responses.
- ▶ AI-Driven Outbound Dialler: Automate outreach campaigns, optimise call scheduling, and prioritise leads intelligently.
- ▶ Speech Analytics & Reporting: Use bespoke reporting to analyse customer sentiments, track trends, and minimise compliance risks through historical and real-time insights.
- ▶ Workforce Optimisation: Evaluate agent performance and pinpoint both training needs and operational inefficiencies.
- ▶ Workforce Management: Leverage AI-driven forecasting, scheduling, and real-time adherence tracking to maximise productivity.
- ▶ Real-Time Agent Assist: AI driven coaching and guidance to improve agent efficiency and customer experience.

### What Next?

Schedule a demo and see how XIMA AI and Invosys can bring greater customer engagement and agent efficiency to your contact centre.

### How Your Business Operations Will Benefit:



**Enhanced Customer Experience (CX):** Improve customer engagement and satisfaction while reducing agent workloads.



**Optimised Efficiency:** Use AI to refine labour resources and boost operational efficiencies.



**Actionable Insights:** Identify key pain points, recognise agent performance trends, and uncover training needs.



**Enhanced Conversion Rates:** Increase customer engagement and drive conversion rates to new heights.



**Better Service Levels:** Streamline operations to deliver unparalleled service.

### A Leading Partnership in Business Communications

XIMA and Invosys bring you the best of both worlds by merging XIMA's AI-powered suite with the comprehensive cloud communication solutions offered by Invosys. This transformative CX AI platform complements the Invosys Managed Services portfolio including UCaaS, CCaaS, Call Security and connectivity solutions.