

Nixxis Contact Suite

Nixxis Cloud

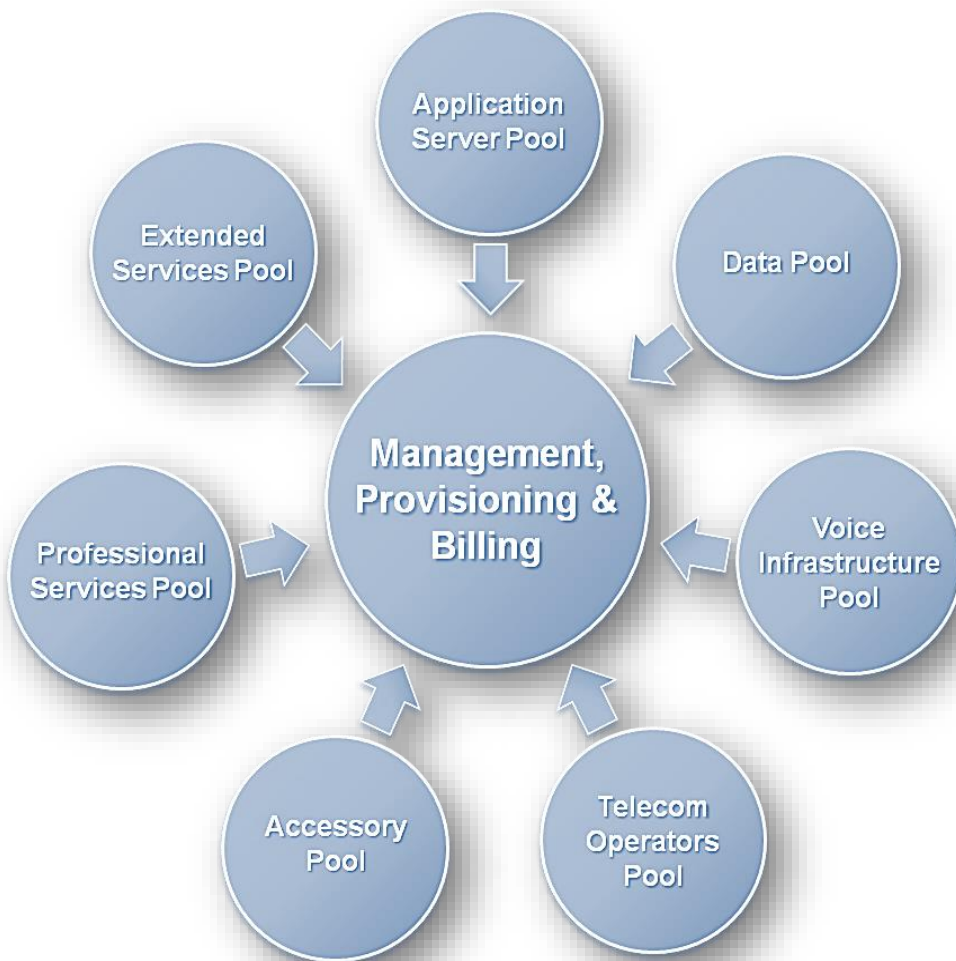
Next Generation Ultimate Customer Experience Solutions

Investing ever more scarce capital into ever changing infrastructure has proven to be a risky bet for most corporation needing to flexibly follow the market trends. Nixxis Cloud brings you flexibility and low investments, the best of both worlds.



Key Benefits

- **Increased flexibility:** Give the business greater agility and control, rapidly scale up or down to meet seasonality and growth needs
- **Faster deployment:** Get up and running in 24 hours, rapidly deploy new capabilities
- **Minimal upfront capital expense:** Gain access to rich functionality with limited capital outlay, spend smarter by paying as you go
- **Reduced IT staff requirements:** Offload the complexities of upgrades, maintenance and disaster recovery, refocus resources on strategic imperatives



Nixxis Pool model offers flexibility and cost effectiveness

Nixxis Cloud is your “on demand” Contact centre

More and more businesses today are **moving critical business applications to the cloud**. The Nixxis Cloud solution provide the opportunity together with the rich functionalities and flexibility to optimize a solution that will meet your specific needs. Whether you are a small operations Contact Centre not willing to **invest too much money in hardware** infrastructure or a larger corporation tired of paying **ever more increasing maintenance costs** of existing systems and able to allocate this precious times and human resources to **more productive tasks**, you can count on the **power of the Nixxis cloud**.

An integrated solution

Nixxis cloud connects the **best contact centre technology** to any existing CRM or ERP cloud-based services that you might have. So, you can **create strategies** to anticipate callers' needs and connect them to the right person for a great customer experience. We propose our own Asterisk voice gateways, Telecom interface as provisioning tools but you can also **provide your own**. No software or hardware, switches or ACDs to deploy. It's the easiest way to make Nixxis cloud your complete, **all-in-one virtual contact centre**.

Nixxis cloud gives you **everything you need** to have the cloud communications and customer conversations that drive great service. Start by adding **voice support**, follow by creating **routing strategies** and voice response messages that get your customers the service they need quickly. Then track your performance with **surveys and reports**—all from within Nixxis cloud.

- Connects customers to the **right people** using rules specific for your business (skills and profit-based routing)
- Supports business growth **without infrastructure** investments by scaling up from the cloud
- Creates **one place** to manage all customer interactions through **tight integration** with Service Cloud
- Empowers customer service representatives with the information they need to deliver **great service**, over any channel
- Uses technology based on **years of innovation** in managing customer interactions.

Innovative solutions

Our mission is to develop innovative customer interaction solutions.

These solutions will allow organizations to quickly meet the changing communication needs and behaviour of the customers and prospects that are becoming more and more demanding.

In this way Nixxis Customers can take a leading edge over their competitors by continuously improving customer loyalty and reducing operational costs.

And this stands as well for simple call centre solutions as for complex customer interaction solutions.

Nixxis Interaction Engine

The Nixxis Interaction Engine delivers the whole range of interaction tools for your present and future business solutions.

Based on IP-technology and open interfaces, the Nixxis Interaction Engine is designed to function in a **truly distributed and virtual mode**, offering unmatched productivity, flexibility and security and turning your Customer Contact Centre into a **virtual IP Interaction Centre**.

The solution is available for private deployment (intranet) or in ASP mode in hosted carrier class data centres.

The complete web-based solution allows easy deployment of home workers and new sites.

Agents, authorized supervisors and administrators can get access through simple IP connections.

Nixxis lets your business take flight.



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