

# HORIZONE

## **C** **NTACT**

for iPECS Cloud

**Enhance Your Customer Experience To Grow  
Sales**

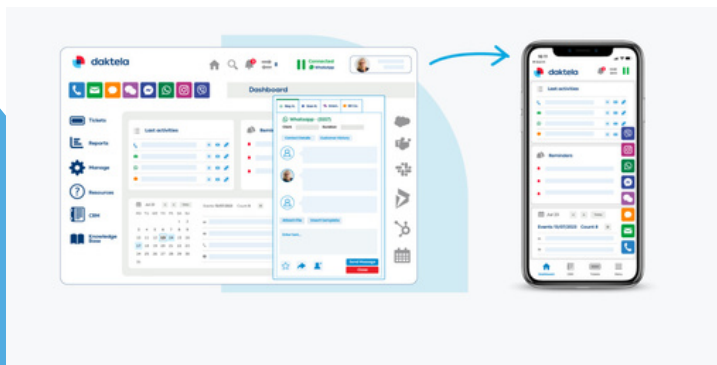
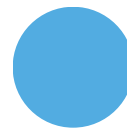
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# Contact Centre Landscape

In days gone by buying decisions were largely based on product or service's features together with price. Nowadays the customer experience (aka CX) offered by the vendor is a significant factor in buying decisions. Therefore improve the **CX** you offer and you might sell more. A proven method of enhancing **CX** is to offer your customers a means of communication which suits them best.

**Horizone** recommends **Contact for IPECS Cloud** which takes all types of media (phone calls, email, text, webchat, WhatsApp and Facebook Messenger) and amalgamates them into queues for your highly trained team to manage. Several conversations across multiple media channels can be handled simultaneously irrespective of whether your team are office or remotely based.



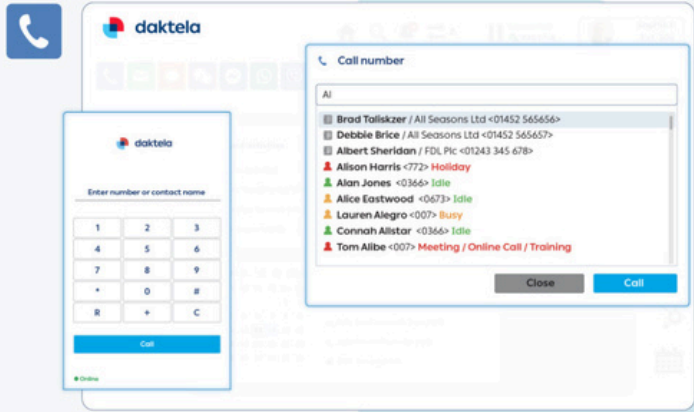
## Contact centre technology is not just for contact centres!

The cloud contact centre technology utilised by **Contact for IPECS Cloud** is no longer the domain of large organisations employing 100s of low paid agents housed in huge offices. **Contact for IPECS Cloud** be installed on the majority of connected devices and monthly costs are accessible to smaller enterprises. CX is about quickly resolving support issues, answering queries and processing orders in a single contact. So with **Contact for IPECS Cloud** from **Horizone**, businesses and organisations of all sizes can tap into advanced call and messaging features to get the right customer to the right team member using the most appropriate media. All conversation and records are collated per customer using a built in CRM or integration with an existing CRM. Team members have a knowledgebase at their fingertips which can be used to send information to customers. **Contact for IPECS Cloud** measures the CX you're providing via live information graphically displayed and historic data via configurable reporting.

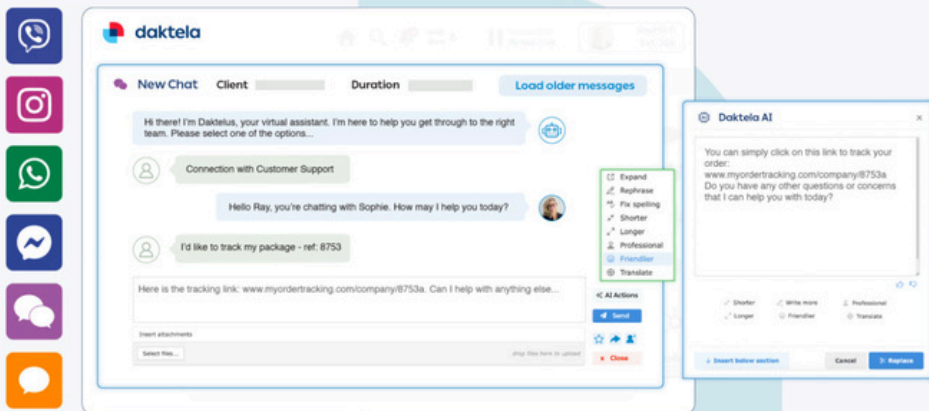
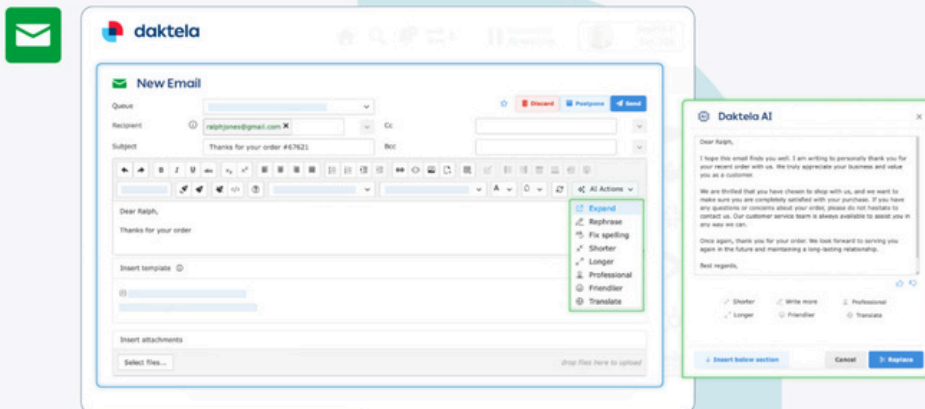


### TO SUM UP...

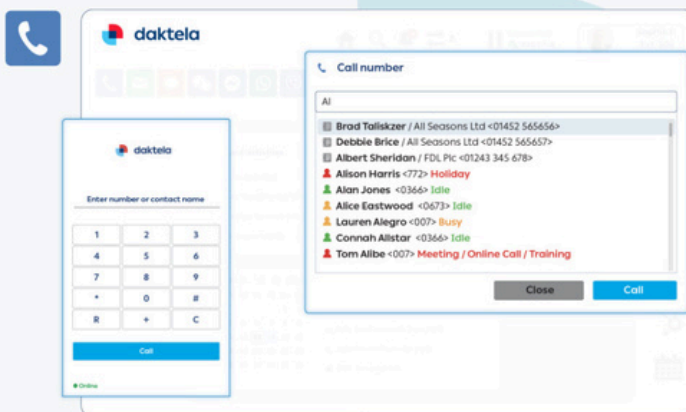
- Customer communications across multiple medias is combined into a single platform
- Team members can work effectively from anywhere on the majority of connected devices
- Automation and AI encourage customers to self-serve freeing your team members for more complex interactions
- Integration with 3rd party systems such as CRMs is straightforward
- **Contact for IPECS Cloud** from **Horizone** delivers enhanced CX which increase sales



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