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SOUTH EASTERN EUROPE

# Asseco LIVE

## Digital branch communication

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Voice Solutions Manager

LIVE

Općenito

**LIVE** – Omni Channel Customer Experience Management platforma

## Mogućnosti

- Kontakt centar s CRM-om
- Podrška za preko 10 komunikacijskih kanala
- Podrška za automatizaciju poslovnih procesa



## Prednosti

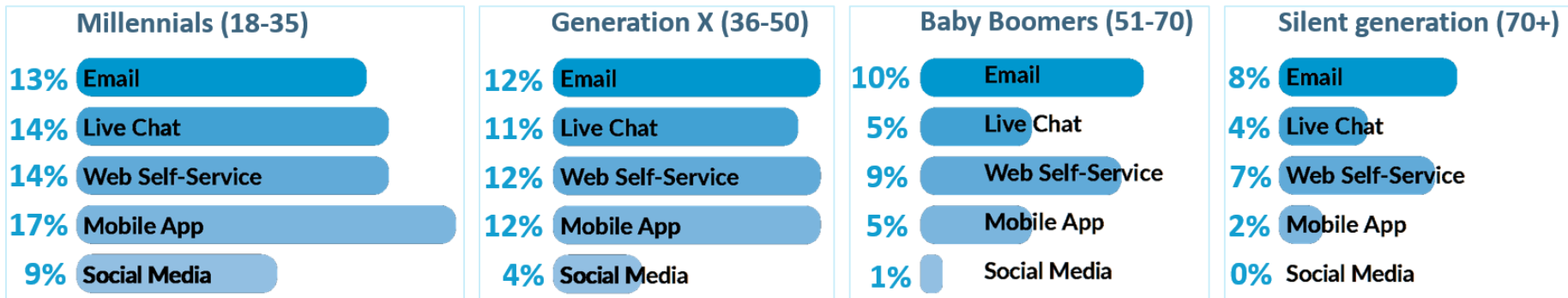
- Centralizirana komunikacija s klijentima
- Unaprijeđena interna komunikacija između odjela
- Povećanje efikasnosti agenata

<http://live.asseco.com>

LIVE

Digitalna  
poslovnica

## Mlađe generacije kao Vaši budući klijenti promiču DIGITALNU komunikaciju



**79%** 

želi da direktan kontakt ostane dio korisničke podrške

**74%** 

ne želi raditi s kompanijama koje nemaju telefonski broj objavljen na web stranicama

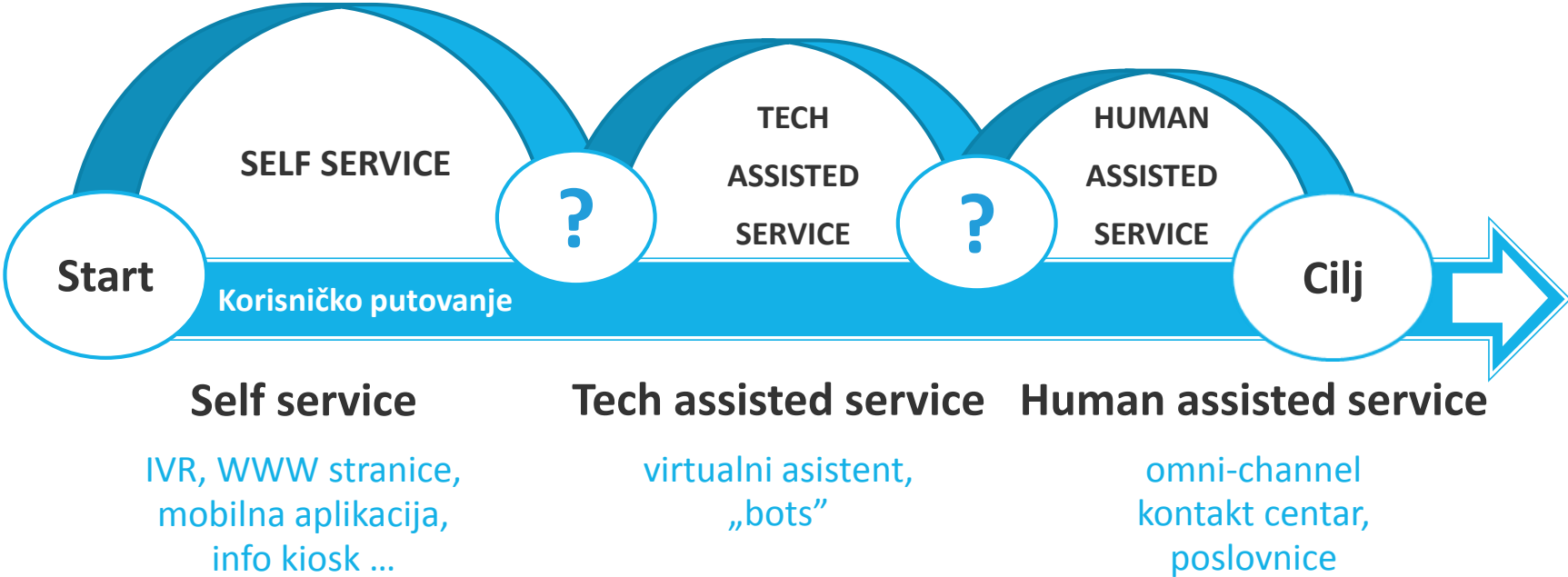
**65%** 

osjećaju da su dobili bolju uslugu u razgovoru s djelatnikom putem telefona ili u poslovnici

## Digitalni kanali također zahtijevaju pomoć čovjeka



**Korisničko putovanje**







# LIVE Demo

# Digital Branch DEMO

# Address details / contact

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for demanding  
business.

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