

Simplify agent experiences and deliver better customer service through automation

Tap into the power of automation to not only improve customer experiences, but also make things better for your agents, virtual agents, and all the systems necessary to improve employee satisfaction and productivity.

Why consider customer service and contact center automation?

Through automation, you can drive predictable and repeatable outcomes within your contact center and throughout your entire customer journey – empowering your organization (no matter your size) to:

1 Reduce Operational Expenses

- Scale quickly to handle surges
- Introduce self-service options
- Enable intelligent, automated service through more channels

2 Improve customer satisfaction

- Predictively route inbound calls
- Offer personalized suggestions
- Automate customer payments
- Collect more data on customers for improved interactions

3 Simplify agent experiences

- Reduce average handle time
- Automate repetitive tasks
- Provide agents with all the data they need on one screen

4 Connect and scale your systems

- Automate complex, multi-touch workflows that span applications
- Control access to sensitive data to reduce the risk of fraud or error

Anexinet makes customer service and contact center automation achievable

Along with simplifying agent experiences, our patent pending automation and orchestration processes help your organization deliver better customer service, faster. We leverage industry-leading automation tools from Amelia, NICE CXone, Five9, Automation Anywhere, and more to deliver solutions that will help you improve customer satisfaction, achieve scale, lower costs, connect systems, and reduce friction in your customer journey.

We have deep automation and orchestration expertise across contact centers and customer journeys, with automation capabilities that span across:

The diagram illustrates five key areas of automation expertise:

- Customer and agent workflows:** Represented by an icon of two people and a gear.
- Customer interactions:** Represented by an icon of a laptop with a person and a speech bubble.
- Call center processes:** Represented by an icon of a headset with a gear.
- Self-service and Conversational AI:** Represented by an icon of a chat bubble with a person.
- Metrics and reporting:** Represented by an icon of a bar chart.

Why Anexinet for customer service and contact center automation?



End-to-end automation capabilities and services – all guided by a proven process that’s tailored to your business



A pioneer in RPA, ERP, and the intelligent technologies that make infrastructure automation possible and achievable



Patent pending automation software processes that are trusted by some of the largest companies on the planet



Experience in the financial, healthcare, legal, life science, and many other regulated and B2B/B2C industries

Anexinet offers end-to-end Automation Services

We offer a broad range of automation capabilities that extend well beyond customer service and contact centers, as well as end-to-end services from strategy through implementation and on-going managed support. With our help, you can leverage the power and potential of automation to drive repeatable, predictable outcomes across both IT and the business.



Our team has decades of experience in customer service and contact center automation

Today, your organization must pay close attention to customer and agent experiences alike – and with our automation solutions, you will be able to improve and simplify them both.

Through customer service and contact center automation, our experts will help you reduce friction and pain points across your entire customer journey to reduce average handle time, motivate your agents, bolster compliance, handle scale, and get your customers to the answers they need faster.

Intelligent Automation

Leveraging Conversational AI

Customer Service

IT Service Mgmt.

BPA

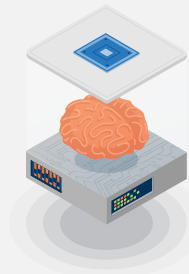
RPA

Cloud

Infrastructure

DevOps

Security



End-to-end services

Strategy

Implementation

Managed Services

[Learn more about our Automation Services](#)

Case Study: Building a speech-enabled system for court constituents

Our client – a large company that provides SaaS solutions to government agencies – was looking for a way to reduce the number of inbound calls coming from court constituents looking for information on citations they received.

Leveraging conversational AI and our proprietary automation frameworks, we developed a solution for a speech-enabled, self-service system that allowed inbound callers to determine the cost of their citation and pay it if they chose to – all without having to talk with an agent. This resulted in:



Ability to process payments without agent intervention



Better experiences for their inbound callers



Over 75% reduction in the number of calls going to their agents



More time for their agents to focus on other tasks

anexinet

For more information on our capabilities or how your organization can benefit from customer service and contact center automation, please reach out to us today:

[Learn more](#)

[Contact us](#)