

# Amdocs Customer Engagement



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**With customers' lives increasingly revolving around digital technologies, they expect to be served by skilled and knowledgeable agents who can rapidly anticipate their needs and resolve them in the quickest possible manner.**

Yet with the sheer number of options to choose from, service providers require advanced innovative systems that are capable of supporting the tasks at hand.

The key lies in those systems' ability to support a customer-centric, always-available, integrated, and personalized approach to interactions.

Amdocs Customer Engagement is **a single and modular application that enables contact center and retail store agents to manage all aspects of the customer relationship** and provide the amazing, WOW experience customers demand.

With support for **all care and commerce journeys** including complex flows across frontline and back-office functions, it enables contextual agent experiences, empowering agents to amend, upgrade, downgrade or suspend services across any line of business.

Combined with a **true omnichannel** experience, including seamless handoff between channels, as well as **embedded telco-specific AI/ML use cases** and **enhanced automation**, the application delivers personalized, streamlined and more efficient support that can be tailored to every customer's individual needs.

Amdocs Customer Engagement addresses both current and future challenges, incorporating **next-gen tools** designed for the complex and multi-tasking nature of the future agent's role. Examples include speech-to-text tools to populate and finalize interactions, multi-topic interactions, multi-channel sessions and more.

It also utilizes **Amdocs Low-Code Experience Platform**, which enables easy customization of the agent experience – using flexible **drag & drop, business-led configurations**, including flows, views and permissions – for any user profile and across all channels.

Furthermore, with its **open and standardized** architecture, Amdocs Customer Engagement integrates with any system and partner, as well as with any internal or external data source.

The **app is pre-integrated with Amdocs Customer Experience Suite and Amdocs Commerce & Care Suite**, which can be incorporated into all aspects of customer care and commerce activities, with hundreds of out-of-the-box **telco-specific processes** and practices.

#### **Embedded AI**

Ready-to-use AI/ML-led telco-specific use cases for intelligent recommendations and insights.

#### **Partner-ready**

Open to integration with any partner's back-end system.

#### **Contextualized agent experiences**

Low/no code visual experience configuration enables role-based UI/UX design for a contextual agent experience.

#### **Cloud-native & cloud-agnostic**

Deploy on any cloud: on-premise, private or public cloud.

**Any customer type**

**Any line of business**

**Any interaction channel**