

The Evolution of Contact Centres

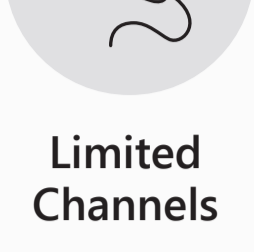


Legacy Contact Centres: Then



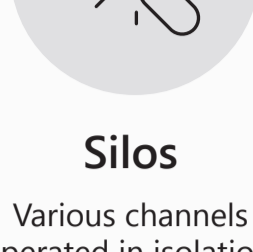
Inception

Contact centres emerged as call centres, primarily handling voice interactions.



Limited Channels

Communication was predominantly voice-based, with limited options for customer engagement.



Silos

Various channels operated in isolation, leading to fragmented customer interactions.



Agent-Centric

Focus on agent efficiency rather than customer experience.

Modern Customer Experience Centres: Now



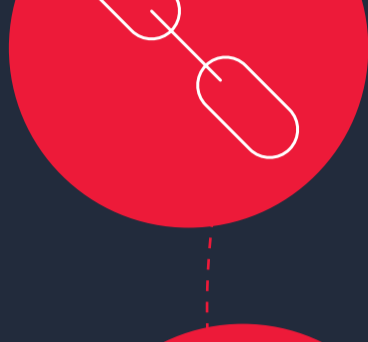
Multi-Channel Engagement

Customer experience centres offer omnichannel communication, integrating voice, chat, email, and social media.



Unified Platform

Integration of channels for a seamless, unified customer experience.



Data-Driven Insights

Advanced analytics provide actionable insights for personalised customer interactions.

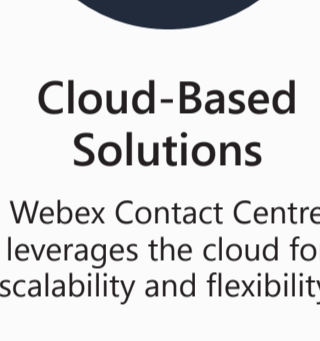


Customer-Centric Approach

Prioritising customer satisfaction and loyalty through enhanced experiences.

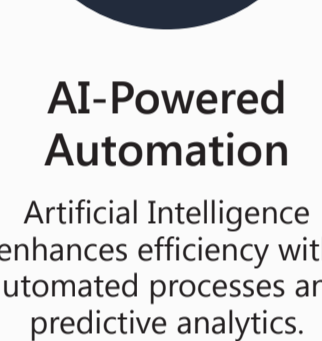


Cisco's Webex Contact Centre Solutions: Transformative Technology



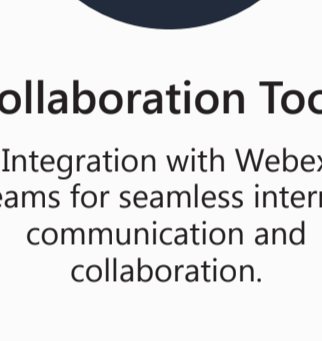
Cloud-Based Solutions

Webex Contact Centre leverages the cloud for scalability and flexibility.



AI-Powered Automation

Artificial intelligence enhances efficiency with automated processes and predictive analytics.



Collaboration Tools

Integration with Webex Teams for seamless internal communication and collaboration.

Partner Spotlight: Koris365

Experts in Cisco Solutions

Koris365 is a trusted partner specialising in Cisco's Webex Contact Centre solutions.

Implementation Excellence

Proven track record in successful implementation and optimisation of contact centre solutions.



End-to-End Support

From planning to deployment and ongoing support, Koris365 ensures a smooth transition.

Tailored Solutions

Customised strategies for each client, ensuring alignment with unique business needs.

Why Choose Koris365 for Cisco Solutions?



Customer-Centric Approach

Shared commitment to prioritising the end-user experience.



Innovation and Adaptability

Koris365 stays ahead of industry trends, providing cutting-edge solutions.



Proven Success

Positive testimonials and case studies demonstrate the effectiveness of Koris365's solutions.



Long-Term Partnership

Beyond implementation, Koris365 fosters ongoing relationships to support evolving business needs.

Conclusion: Elevating Customer Experiences Together

The Future of Customer Engagement

Cisco's Webex Contact Centre solutions, in partnership with Koris365, pave the way for the future of customer experience centres.



Seamless Integration

From legacy call centres to modern experience hubs, the journey is marked by continuous innovation and improvement.

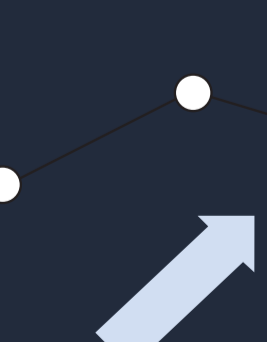


Choose Excellence

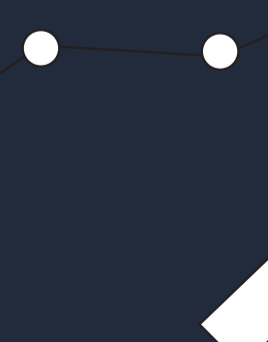
Elevate your contact centre to a customer experience centre with Cisco's Webex solutions supported by Koris365's expertise.



For more information or to start your transformation journey, contact Koris365 today.



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