

Contact Center

Create intelligent customer experiences and business balance

AI as a Powerful Tool for Personalizing Interactions Across Channels

In today's competitive landscape, the integration of Artificial Intelligence (AI) has become a pivotal element in delivering a positive customer experience—a factor that not only distinguishes brands but also propels them ahead. Organizations are increasingly recognizing AI as a powerful tool for personalizing interactions across channels. Customers now anticipate that information provided throughout their journey is not only advanced but also enriched through AI-driven insights.

Within Contact Center environments AI plays a crucial role in leveraging data across multiple platforms, presenting both a solution and a challenge for organizations aiming to harness its potential to enhance the overall customer experience. Managing and extracting value from data with the assistance of AI has become a strategic imperative in the quest to meet evolving customer expectations.

NWN Carousel's Contact Center Solutions provide Customer Experience and AI solutions that leverage technology to create genuine business value and outstanding customer, user, and organizational experiences. We help organizations efficiently and effectively migrate to cloud solutions to realize the benefits of AI, digital channels, automation, and workforce engagement. Using a consultative approach, our experts design solutions that enable a shift from simple, reactive customer service to dynamic, AI-enabled customer journeys.

Challenge: Higher Expectations, Less Resources

Ineffective self-service, agent staffing, and the rapid pace of new technologies - like AI - make it difficult to balance organizational optimization and customer experience. Today's customers have higher expectations for their interactions with an organization.

- Limited self-service option and digital channel access
- Disparate, unstructured data
- Non-aggregated or inaccessible information

Transform the Customer Experience

Meeting customer demands and delivering a consistently excellent customer experience across channels is a key opportunity.

- **Service Mechanisms:** Provide personal, immersive, and robust self- service capabilities by leveraging intelligent virtual assistants and AI, integrations with relevant information sources, and contextualized options and responses to provide a tailored customer journey.
- **Communications Channels:** Enable customers to interact with an organization while maintaining contextual intelligence across every contact channel - voice, chat, email, SMS, social media, and more.

Flexible Work Optimization with NWN Carousel's Experience Management Platform (EMP)

NWN Carousel's proprietary Experience Management Platform (EMP) accelerates solution adoption and simplifies multi-cloud service management for an optimized experience. By seamlessly integrating secure endpoints and networks with collaboration application services, EMP delivers unparalleled transparency with comprehensive analytics, IT asset management, and cost optimization - helping NWN Carousel consistently earn a world-class 70+ Net Promoter Score (NPS) from its clients.



DEVICES

Improves employee uptime and ensures competitive readiness



UNIFIED COMMUNICATIONS

Supports multiple work styles, devices, applications, and platforms while delivering a superior Total Experience (TX)



CONTACT CENTER

Simplifies customer service across channels with integrated administration and analytics that improve customer experiences



SECURITY

Protects communications across your architecture and ensures compliance with security best practices and regulations



INTELLIGENT INFRASTRUCTURE

Powers a global workforce with always-on connectivity



VISUAL COLLABORATION

Next generation collaboration spaces and enhanced video communications for improved conferencing capabilities.

- **Actionable Intelligence:** Harness the history of the customer journey (previous interactions, Artificial Intelligence, etc.) and business (or CRM) data to provide the context for a comprehensive experience.
- **AI-enabled self-service** to expand options and reduce human workload
- **Dynamic menu choices** relevant to the customer
- **Intelligent routing** to the most appropriate resource – agent, virtual agent, etc.
- **Extending agent capabilities** with real-time assistance and intelligence
- **Resource Management:** Use analytics that better predict customer contact patterns, influence agent behaviors, and refine self-service capabilities to forecast and schedule agents with visibility and manageability across channels.

Improve operational efficiency and productivity with Predictable Costs

Empower agents to have access to consolidated, intuitive tools to deliver remarkable customer experiences.

- **Employee engagement and productivity** are improved through Workforce Optimization (WFO)
- **Customer interaction volumes** across channels are better managed by leveraging artificial intelligence and automation
- **Scalable, reliable, and secure platforms** designed to evolve as business requirements and customer expectations change
- **Fully managed cloud and hybrid solutions** with flexible, modern consumption models deliver predictability for both costs and performance
- **Adoption and Training** services ensure that all levels of employees are trained and positioned for success

Manage Business Risk and Minimize Disruption


NWN Carousel's Contact Center solutions include a full suite of Advisory Services that permit organizations to optimize customer engagement.

- **Adoption Services** allow for faster deployment of new capabilities.
- **Experience Management Platform (EMP)** improves business visibility and compliance through better analytics.
- **Customer Experience Assurance** uses automated testing and monitoring.
- **Cloud applications** enable improved business continuity.
- **EMP Dashboards** deliver the most important metrics in a single view.

Get Started

NWN Carousel is a leading Cloud Communications Service Provider (CCSP) that delivers flexible, hybrid workplace solutions for North America's largest public and private sector organizations. Over 5,000 customers choose NWN Carousel for their award-winning Unified Communications and AI-Powered Contact Center Services, Secure Managed Devices, Visual Collaboration & Workspaces, and Intelligent Infrastructure to provide exceptional employee and customer experiences. The company's intelligent services portfolio is delivered through their proprietary Experience Management Platform (EMP), accelerating time to business value while simplifying multi-cloud service management for technology professionals. With a 70+ NPS score from clients and 80+ eNPS score from employees, the company has consistently been ranked as a best place to work, grow and thrive.

Replay "Retain Business Intelligence with AI"



Reach out to start building your Contact Center solution

[Learn More](#)

NWN Carousel Enables the Full Customer Journey

Customers expect a consistent Experience throughout their cloud communications Journey.

