



Omnichannel customer experience

Leverage AI to easily communicate with customers across all channels.



As a contact center leader, you've got a lot on your plate. Reducing agent effort, minimizing training time, and consistently exceeding customer expectations is no easy feat. All the while, you need to seamlessly integrate best-in-class AI and communication tools without disrupting existing workflows.

At SHI, we understand these distinct yet interconnected challenges.

Bad customer experiences cost companies **\$3.8 trillion** per year¹. Now more than ever, quality communication and service are the key differentiators between you and your competitors. SHI helps you build lasting customer relationships through consistent, high-quality interactions.

Leverage our experience and strong partnerships with top-tier communication vendors to deliver the omnichannel experiences today's customers demand. This means happier customers, more engaged agents, and robust, easily managed solutions.

AI-driven solutions

As your trusted advisor, we help you leverage tools like AI-powered analytics, task automation, and Agent Assist from our best-in-class partners.

Analytics and task automation simplify reporting and automate post-call wrap-ups so your agents can focus on solving complex customer issues and reduce average handle time (AHT). Agent Assist offers real-time guidance and recommendations, ensuring timely follow-ups, minimizing customer downtime, and boosting first contact resolution (FCR).

We help maximize the effectiveness of these tools by integrating them with your core systems, like CRM and knowledge management.

SHI's strategic partnerships with top industry partners help you unlock:



Self-service: Empower customers to intuitively resolve issues themselves, reducing average handling time and freeing up valuable agent resources.



Seamless channel transitions: Deliver consistent service across all channels, allowing customers to switch between them without losing quality.



AI-powered: Leverage AI virtual agents, analytics, and sentiment analysis to resolve issues swiftly and accurately.



Scalable: Omnichannel solutions are designed to scale with you, ensuring exceptional customer service as your business grows.



Agent productivity: AI solutions empower your agents to deliver superior customer experiences.



Communications platform as a service (CPaaS)

CPaaS is a cloud-based model that enhances communication channels by integrating essential features into your existing software solutions. We help you select and integrate CPaaS solutions, offering benefits which include:

1

Full customization of your communication stack to meet customer needs.

2

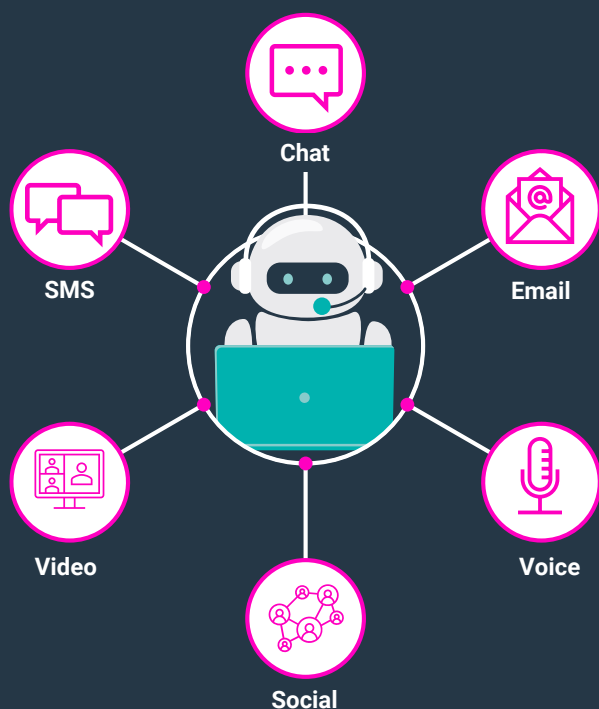
Seamless integration with existing software, expertly managed by SHI, reduces the burden on your internal IT teams.

3

Scalable and cost-effective solutions tailored to your requirements.

TRANSFORM YOUR CONTACT CENTER TODAY!

Partner with SHI to build your AI-powered contact center:



CONNECTED ACROSS ALL CHANNELS

- Reporting
- Analytics
- Repetitive task automation
- Interactive voice response
- Real-time agent assistance
- Intelligent virtual agents
- Agent Assist

[1CX Trends Report 2025, Qualtrics. October 11, 2024.](#)

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Whether you're aiming to boost CSAT, improve agent efficiency, or modernize your contact center tech stack, SHI is your partner.