



Omnichannel customer experience

Communicate with your customers on their terms.



Quality communication and service delivery are the key differentiators between you and your competition. To build lasting customer relationships, you need to deliver remarkable omnichannel communications that cater to clients and are flexible for your hybrid workers.

With SHI's expertise and vendor relationships, you can enhance communications with the omnichannel experiences today's customers not just expect, but demand.

Deliver exceptional value in every customer interaction knowing your employees have the integrated tools and support they need to succeed. Our professional services support user adoption while giving IT and business leaders the tools they need to assess ongoing effectiveness.

SHI's omnichannel solution unlocks:



Unified issue visibility: Say goodbye to repeat questions and provide a better customer experience by giving all agents full visibility of customers' data.



Seamless channel switching: Give consistent service across channels and easily move from one to another.



Reduced customer frustration: Customers receive quicker service by having to give less information to their agents.



Improved customer data: Leverage automation, AI, and sentiment analysis to improve customer data and provide insights to your business.



Agent productivity: AI and advanced analytics help fill any knowledge gaps and optimize workforce productivity.

SHI works with industry-leading partners to ensure your omnichannel platform effectively services your customers over the long term.



Will your organization's customer experience exceed expectations not just today, but also tomorrow?

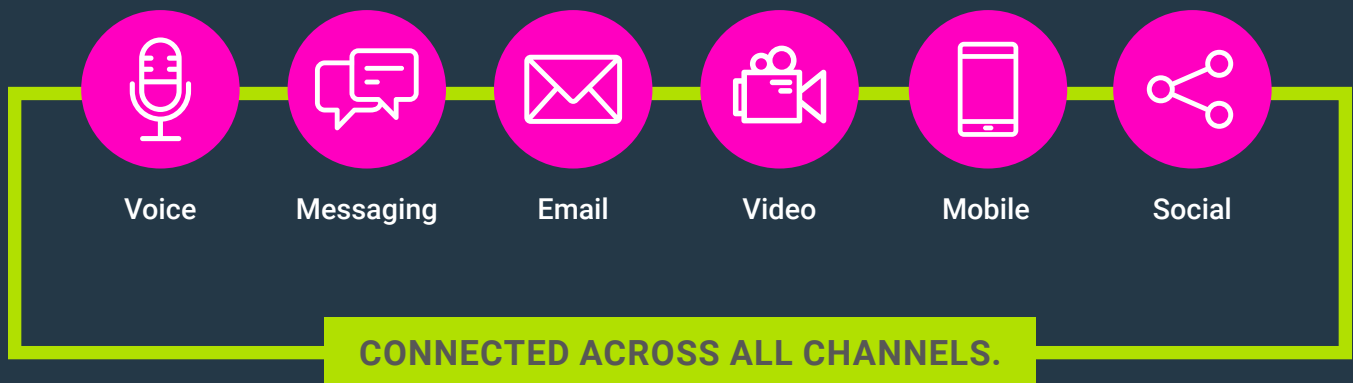
3 ways to optimize your customer experience:

Consider a platform that connects with all your most common communications mechanisms.

Enable new levels of support to hybrid workers and scale as end-user needs change with cloud-based platforms.

Look for market-leading platforms capable of collecting, analyzing, and identifying trends in data.

With SHI, you can redefine the future of your contact centers.



Powered by AI and advanced analytics.

Our omnichannel customer experience solutions help you:

**Manage your
workforce**

**Grade customer
experiences**

**Innovate on the
micro level**

Book your free discovery session now!

Contact your Account Executive and learn how SHI can streamline your omnichannel strategy.

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