



**Anytime**CX

Partner Solutions |  Comm100

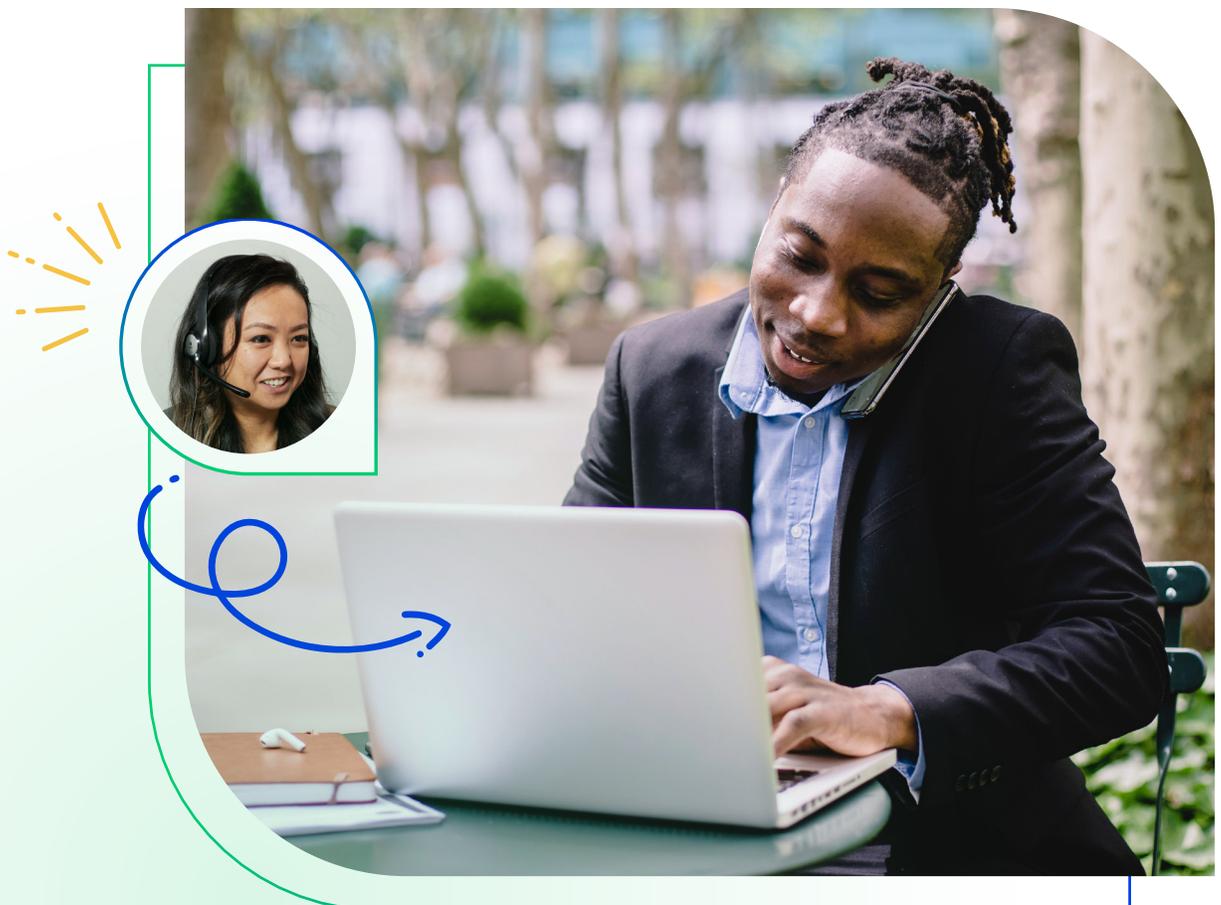
# Omnichannel Extensibility

# Modern-day businesses are aware that they can no longer rely on a single channel to interact with their customers.

Each channel has an advantage, depending on the user, and their preference – but the bottom line is that customers want to reach you – anytime, anywhere on the channel of their choice. True omnichannel is needed to provide the best customer experience.

***“Experience-driven companies that invest in omnichannel communication see over 1.5x higher YoY growth than other businesses in repeat purchase rates, and customer lifetime value, and reduced customer churn.”***

— Gartner CX Insights 2022



# How Does Omnichannel and Multichannel Compare?

	 <b>OMNICHANNEL</b>	 <b>MULTICHANNEL</b>
<b>PERSONALIZATION</b>	 Understands customer needs to deliver a personalized service	 Brand message focused
<b>CUSTOMER INSIGHTS</b>	 Unifies customer data points under one platform to gain valuable insights	 Many disconnected channels
<b>DECISION MAKING</b>	 Customer insights and behaviour to make quicker decisions	 Disconnected, cannot tell a seamless story with all the details
<b>LONG TERM CUSTOMER RELATIONSHIPS</b>	 Strategic approach, stronger customer relationship	 Tactical approach, limits depth of customer relationship
<b>CONSISTENT EXPERIENCE</b>	 Offers consistent experience across all channels	 Experience is based on the channel the current interaction is taking place in
<b>RESPONSE TIME</b>	 Faster time to resolution, less customer frustration	 All channels are not optimized, slower response time, greater likelihood of customer frustration

TRUE OMNICHANNEL

# A Seamless Customer Experience

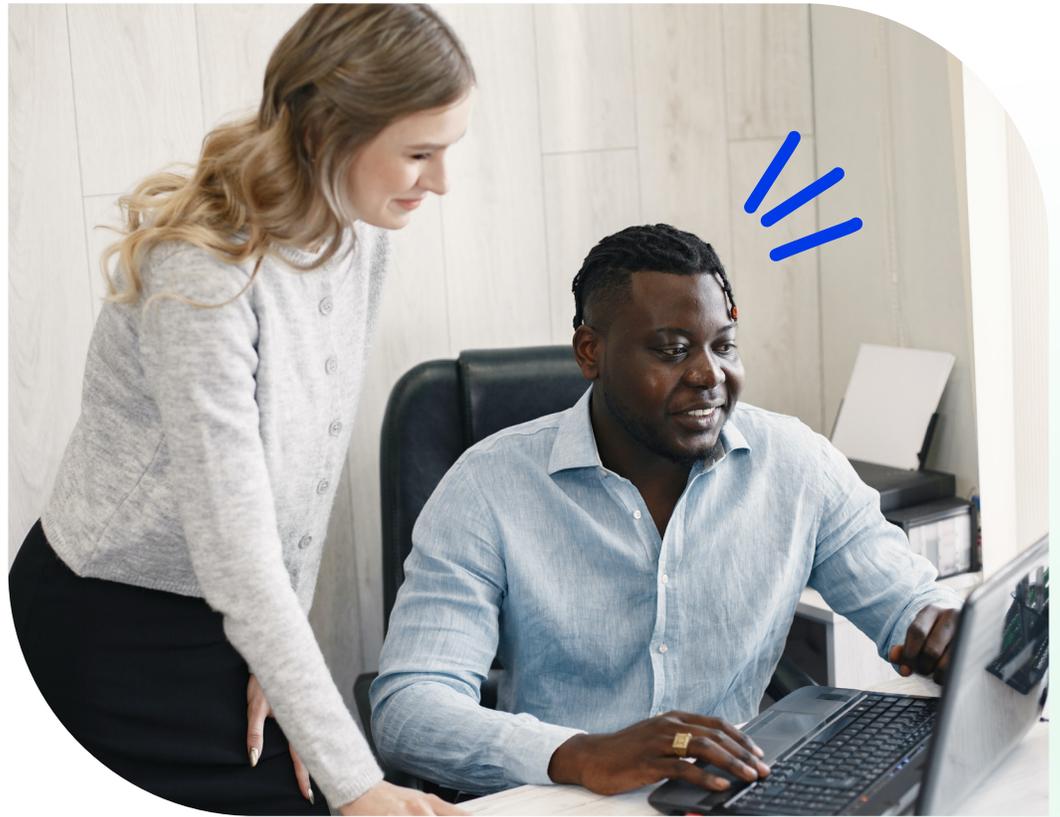
- **True Omnichannel** from a single console & solution
- Customers **connect when they want**, how they want, and with who they want
- **Automation**, in the form of AI Chat Bot, Voice Bot, Agent Assist and Task Bots, allow for better productivity and availability for Agents
- Handle **multiple customer engagements** at one time and save phone calls for the most important interactions



### Voice Now Included

- One Agent Console
- One Integrated System Administration
- One Integrated Channel

A True Omnichannel Experience!



## **No need to worry, you'll have the support should you need it.**

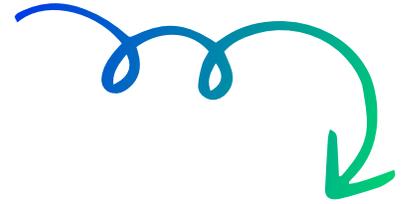
### **COMPREHENSIVE DOCUMENTATION**

Comm100 provides a full development portal along with a full suite of self-service API guides and examples to let you integrate on your own, with your own development teams. Don't worry if you need help while doing it on your own, Comm100 will provide a dedicated development specialist to answer all inquiries.

### **DON'T HAVE DEVELOPERS, WE'RE HERE TO HELP**

If you would rather have Comm100 complete the integration for you, we have a full team of developers to get the systems integration completed so you can focus your efforts on engaging your customers on the new solution.

# Extensibility is what makes integrating easy



## OUR SOLUTION OR YOURS

Doesn't matter if the client prefers to work out of their existing console, or wants to leverage the Comm100 console, both can be facilitated.

## CONFIGURE IN ONE SOLUTION

With the ability to embed feature configuration in Comm100, or take Comm100 and put it in a 3rd party solution, the client, or you, has only one solution to manage and work from

## ONLY NEED ONE FEATURE

Comm100 can decouple its solution to fit the near term goals of the client and grow with them as they require more.

## REPORTING IS A MUST

Comm100 provides a full customer journey, whether embedding a 3rd party feature in our solution, or providing the reporting API for the Comm100 function within a 3rd party system.

Embed a 3rd party configuration into Comm100 control panel

Embed Comm100 into 3rd party control panel

Embed a 3rd party function into Comm100 Agent Console

Embed a Comm100 feature into a 3rd party console

Agent Account Integration

Agent Status Sync

Comm100 Account and 3rd Party Account Integration



# Let's Chat!

Comm100 is a leading global provider of omnichannel customer experience solutions with a mission to make online service and support delivery more genuine, more personalized, and more productive through meaningful conversations.

**Let us show you how.**

[Learn More](#)

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