Deliver exceptional experiences on every channel, every day

The Problem

The days when your contact center could serve customers with just voice and email are long gone. Today’s customers want to connect with you when and where they want, on the channel of their choice. And the channels they’re choosing more and more often are the digital ones they’re already using in their personal lives — text, messaging, web searches, chat, and social media.

But delivering a seamless experience across the ever-evolving list of digital channels, without making your agents’ jobs harder, can seem impossible. Until now.

The Solution

Khoros’s Digital Contact Center provides a better way to manage your customer engagement. By empowering you to serve customers on their channel of choice, with unmatched operational insight and automation, you can do it all — improve your customer satisfaction, boost your agent efficiency, and reduce costs.

REDUCE EXPENSIVE VOICE CALLS WITH SELF-SERVICE AND DIGITAL CHANNELS

Khoros makes it easy to redirect your customers away from voice — the most expensive channel — to more cost-effective self-service and digital channels.

• Our web chat, messaging, and integrations with Google’s Business Messages and Apple Messages for Business provide seamless, one-click access to message you, instead of calling.
• If customers do call, Khoros integrates SMS into your IVR to send a chat link so they can get immediate assistance instead of waiting on hold.
• With Khoros Community, customers can quickly find answers to their most pressing questions — anytime, anywhere — without ever needing to contact you! Our Community customers deflect an average of 10% of their inbound service requests, saving them millions of dollars.

BOOST PRODUCTIVITY WITH A SINGLE, INTUITIVE AGENT DESKTOP

The more time agents spend hopping between different systems, the higher your handle time and costs will be. Khoros puts all the systems, tools, and information agents need in one place for optimal efficiency.

• Our unified, out-of-the-box interface manages all channels — voice and digital — in a single interface.
• Customer data displays automatically so agents have the full context they need to deliver personalized service.
• AI-powered, real-time guidance gives agents the right information at the right time, so they can resolve issues faster.
DELIVER THE MODERN, DIGITAL EXPERIENCE CUSTOMERS EXPECT
Khoros’s digital-first design makes it easy for customers to connect with you through the channels they use on a daily basis.
• Customers can engage with you on the channels they choose, at their own pace, in real-time or any time.
• Unlike phone calls, agents can handle several asynchronous digital interactions at the same time.
• Since asynchronous interactions end when issues are resolved — not when sessions time out — you get a more accurate view of your CX.

POWER EFFICIENCY WITH AUTOMATION, AI, AND APIs
Khoros’s digital contact center is infused with automation and AI to ensure your operations are easy to manage, run efficiently, and maximize your ROI.
• Automatic tagging of every interaction ensures customers are always routed to the right agent.
• Khoros’s Automation Framework coordinates your digital front line — from bots to human agents, across digital channels — to ensure a positive customer experience.
• Our open APIs let you integrate your contact center with any automation provider, CRM, knowledge base, or workforce management system.

IMPROVE YOUR AGILITY WITH ANALYTICS
Khoros helps you make sense of your data so you can take the right actions to improve customer experience, agent performance, and business outcomes.
• Simple, personalizable dashboards make it easy to identify issues and pinpoint opportunities.
• 360° insights detect friction points across every touchpoint in your customer journey.
• With CX Insights, you get a single, comprehensive view of all your customer conversations and comments across all of your communication platforms, so you can take meaningful action.

Want to see how Khoros can help your contact center? Go to khoros.com/request-demo to request a demo.