



Customer Experience Platform

Telespace delivers a wide range of market-leading capabilities available in its Contact Center-as-a-Service.



WORKFORCE OPTIMIZATION

Workforce Optimization brings Quality Management, Workforce Management and Analytics to bear to:

- drive consistency across every channel
- keep your customer interactions secure and easy to access
- easily manage compliance requirements
- create more accurate forecasts and schedules
- reduce overstaffing/overtime with intelligent automation
- empower employees
- analyze and elevate the customer experience



STAGING & KITTING

Enterprise Telecom Services provides global infrastructure and expertise to support large-scale forward and reverse logistics for consumer technology devices, critical infrastructure sparing, and everything in between.

Contact Center-as-a-Service

To make it easy for customers to do business with you and directly impact customer satisfaction, loyalty and referrals, TeleSpace CCaaS gives your customers a choice in how to engage. Using conversational voice interactions, response to email, web, real-time chat, SMS and social media channels, we route contacts to the right expert the first time. We integrate with leading CRM platforms and adjunct applications, ensuring scalability during high-volume periods, and have a dedicated infrastructure to support customer privacy.



OMNICHANNEL EXPERIENCE

Omnichannel experience for voice, chat, email, SMS, Social Direct Messaging, all handled using the Telespace Agent Desktop, based on Cisco Finesse, including CRM gadget integration.



AI/CONVERSATIONAL INTERACTIONS & DIGITAL ASSISTANTS

AI/Conversational Interactions and Digital Assistants provides the means to create advanced virtual agents that handle multiple topics, handle supplemental questions and operate across all channels 24/7 to minimize live agents interventions, while utilizing natural language processing to identify contact drivers and sentiment that helps learn about customer interaction to improve outcomes.



OUTBOUND OMNICHANNEL CAMPAIGNS

Outbound Omnichannel Campaigns maximize agents' productivity using best-in-class statistical and predictive algorithms, with a comprehensive set of rules to prioritize who to contact, sequence retries, and make the most of every customer interaction leveraging guided workflow and next-best-action intelligence.

The Telespace Difference

As one of only a handful of Cisco® Gold Providers globally, Telespace has earned a solid reputation for its cloud network, the innovative services that run on it, and the simplified environment customers enjoy when using integrated third-party applications.

TeleSpace sets itself apart in the cloud service marketplace using a set of differentiated services, including a dedicated private cloud instance with flexible options for customization and consumption models. Our carrier-class, geographically redundant network architecture includes multi-carrier diversity and also provides SLAs, 99.999% uptime, 24/7/365 US based Service Desk, full service Remote ITSM-as-a-Service, staging & kitting, nationwide deployment/logistics and field dispatch services. All TeleSpace services are available in PCI DSS, HIPAA and SOC 2 compliance states.



FLEXIBLE CONSUMPTION MODELS:



PER USER

priced per Knowledge Worker or seat for each capability

OR



PER MINUTE

priced per minute of use for each capability

CRMs, MARKETING & COLLABORATION TOOLS

Our Solution Integrates with the most popular CRMs, Marketing & Collaboration Tools



PREDICTIVE ANALYTICS

Make informed decisions on how to improve employee and customer experiences that will create positive business outcomes.

SEAMLESS INTEGRATIONS

Understand the full customer journey by breaking down data silos from your business applications and bringing all the data about your customers into meaningful human stories.

INTEGRATED WITH CONTACT CENTER

Empower your contact center agents with full visibility of customer feedback, metrics, and previous customer journey experiences.

FINANCIAL ANALYSIS

Get access to boardroom-ready, one-page financial analysis to obtain executive buy-in and budget approval for customer experience initiatives.

JOURNEY PATH ANALYSIS

Untangle the attributes that impact customer experience and financial metrics to get superior results.

THEME ANALYSIS

Advanced text analytics using artificial intelligence (AI) and machine learning (ML) provides up to 95 percent accuracy of both theme and sentiment of the customer's unstructured data.

TICKETING

Close the loop with your customer, with real-time alerts to notify frontline employees and keep stakeholders at all levels in the loop.