# authensis ACHAT

Efficient, integrative communication for innovative customer experience

authensis ACHAT is a modular omnichannel platform that optimizes your customer interactions via telephone, internet, e-mail and other communication media and integrates with all existing business processes. The communication solution ACHAT is "Made in Germany" and can be adapted to your requirements and existing telecommunication infrastructures thanks to its modular design. We accompany and support you from consulting and conception, through implementation to integration and operational support. You can build on our expertise.
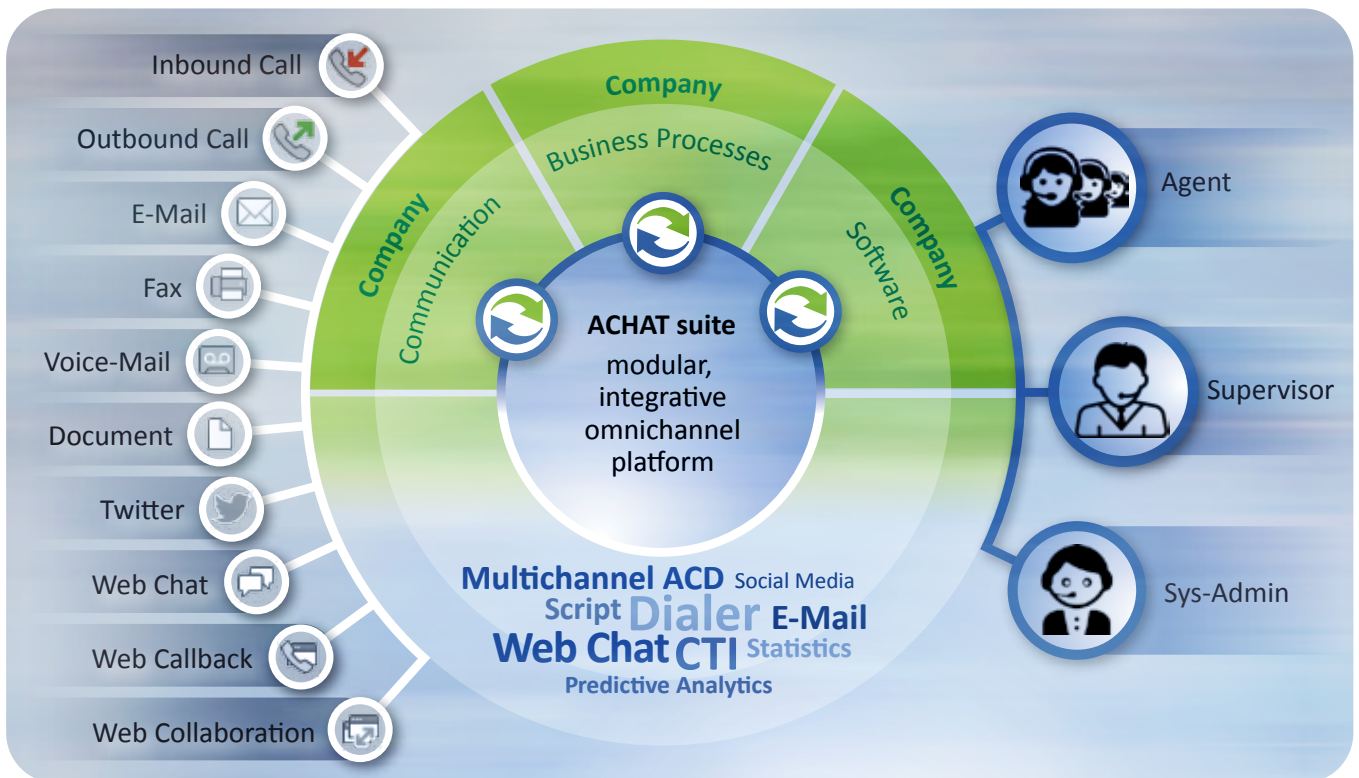
Experience and quality – We deliver!

- Team with more than 20 years of industry experience
- Over 300 successfully implemented ACHAT systems worldwide
- Excellent customer references across all industries

Made in Germany

- Own development team in Germany
- Documentation for users, administrators and technicians in English and German
- English and German-speaking hotline for all support levels

authensis ACHAT

An innovative communication solution to optimize your business processes

The modular structure of the ACHAT platform provides a high degree of scalability and functionality. All features and requirements placed on a modern customer contact center are covered. A wide range of standard interfaces allows ACHAT to be seamlessly integrated into almost every ICT environment. We look forward to your inquiry!

VOICE ROUTE

The ACHAT ACD **distributes calls and other inbound business transactions** to the most appropriate agent. The ACD is the base for omnichannel service applications.

AUDIO

Voice applications enable
• voice self service
• DTMF data entry
• announcements
• recording of conversations
• information with consistent friendliness and much more

CONNECT

Computer Telephony Integration (CTI) is the foundation for a **seamless integration of communication functions** with your CRM, ERP, UHD and other business applications.

WEB CallMe

Website visitors can have inquiries, which they would prefer to clarify on the phone as via chat or e-mail. Frequently the **recall on the web is faster** and more informative, also through the sentiment during the conversation.

VOICE DIAL

Dialer are the **base for efficient outbound communication** over the phone, for social and market research as well as for active telemarketing. Compatible with all regulations of associations and authorities.

DATA

Management of **interview scripts** for consistently high quality, professionalism and competence in conversation and data entry. Integrated with databases of individual business applications, too.

E-MAIL ROUTE

Many transactions occur in writing, such as **faxes, forms, documents or unformatted e-mails**. Only a distribution synchronized with calls ensures a uniform communication management.

WEB CHAT

Help for visitors to the website, e.g. for detailed questions for which the website does not provide any information. Fast chat on the web - including document push for both sides - offers additional benefits to the website visitor.

STATISTICS

Tailored statistics instead of irrelevant standard data are the basis for analyzing the individual KPIs about the customer experience, as well as the services of the contact center workforce.

PREDICTIVE ANALYTICS

The combination of data from contact centers and CRM and ERP systems allows for precise **prediction of customer behavior** - useful to increase customer loyalty, cross-selling, de-escalation, and the like.

An ACD for all ICT systems (also in mixed operation)

✓ Alcatel
✓ Avaya
✓ Cisco
✓ Innovaphone
✓ Unify
✓ NEC
✓ Deutsche Telekom
✓ Philips

Consulting, planning, installation, training, support, upgrades - We would be pleased to talk about your requirements!