Revolutionizing Customer Experience:
The Untapped Value of Generative AI in CX
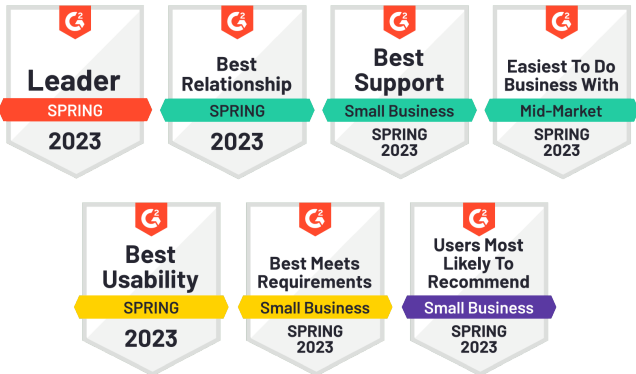
crexendo®
ride the cloud

Crexendo - UCaaS & Omnichannel CCaaS

Crexendo is the #1 ranked High Performer for VoIP Providers on G2.com*

VoIP

Leader	Best Relationship	Best Support	Easiest To Do Business With
SPRING 2023	SPRING 2023	Small Business SPRING 2023	Mid-Market SPRING 2023

Best Usability	Best Meets Requirements	Users Most Likely To Recommend
SPRING 2023	Small Business SPRING 2023	Small Business SPRING 2023

Contact Center

High Performer	Best Support	Easiest To Use
Small Business SPRING 2023	SPRING 2023	Small Business SPRING 2023

Best Meets Requirements	Best Meets Requirements	Users Most Likely To Recommend
SPRING 2023	Small Business SPRING 2023	SPRING 2023

UCaaS

High Performer	Best Support	Easiest To Do Business With
SPRING 2023	SPRING 2023	SPRING 2023

G2.com Crexendo User Ratings:

9.8 Ease of Use — VoIP Average: 8.8

9.8 Quality of Support — VoIP Average: 8.6

9.7 Ease of Setup — VoIP Average: 8.3

★★★★★
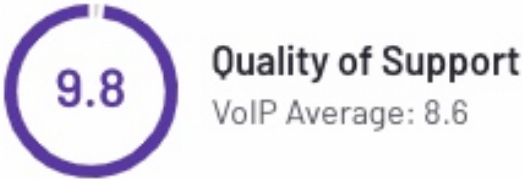
Real Users Rate Crexendo®
4.9 out of 5 stars on G2.com*

5 star	96%
4 star	1%
3 star	1%
2 star	0%
1 star	1%

2023 INTERNET TELEPHONY PRODUCT OF THE YEAR

PIONEER AWARD TMCnet.com REMOTE WORK 2023

EXCELLENCE AWARD TMCnet.com 2022 Teleworking Solutions

2022 Cloud Computing Winner Product of the Year

CRM Excellence TMC Award 2022

2022 PANDEMIC TECH News INNOVATION AWARD

TMC Communications SOLUTIONS 2022 Product Of The Year

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Crexendo's CX Platform

One Cloud-delivered, UCaaS Integrated, AI-powered, Omnichannel, CX platform that combines contact center, communications, customer engagement & workforce management capabilities.

1 UCaaS Integrated

2 Omnichannel

3 Intelligent

4 Highly Flexible

5 Cloud-delivered

Knowledge Management

Contact Center
Cloud Telephony
Smart Routing
Smart IVR
Omnichannel ACD
Virtual Agents
Voice Broadcasting

Agent Scheduling
Quality Assurance

AI Orchestration
Speech Analytics
Agent Assist
cxhub
Virtual Assistant
Contact Routing

Customer Engagement
Outreach Campaigns
Personalization

Workforce Management
Workflow Automation
Performance Management

WhatsApp Business API
Advanced Messaging
Voice & Digital
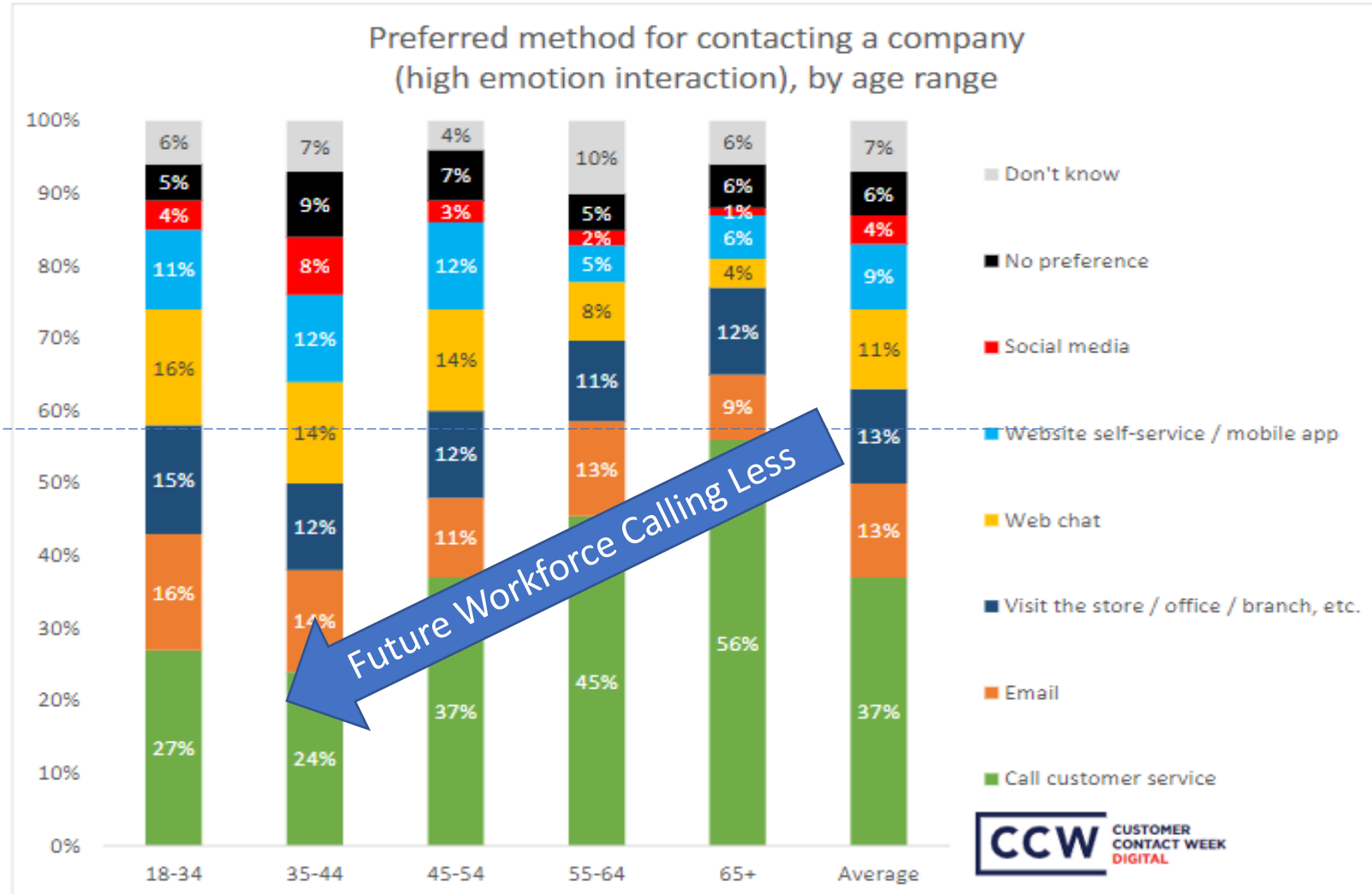Social Channels
Communication API

Generational Preferences In Customer Interaction

Digital - The Preferred Channels of Younger Consumers

Currently Voice @ 59%

But Consumers Have Their Own Channel Of Choice

Preferred method for contacting a company (high emotion interaction), by age range

Future Workforce Calling Less

Legend:
- Don't know
- No preference
- Social media
- Website self-service / mobile app
- Web chat
- Visit the store / office / branch, etc.
- Email
- Call customer service

CCW CUSTOMER CONTACT WEEK DIGITAL

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NEW: ChatGPT-Powered Contact Center

Automated Quality Audits

Automates monitoring of every call and chat. Improves call quality scores

Helps supervisors identify agent training needs through aggregate performance scores

Identifies and prevents escalations in real-time through proactive alerts

Conversational Intelligence

Agent Assist: Quickly personalizes conversations with information on current sentiment & prior interactions

Smart Replies: AI-based suggestions for quick and intelligent responses

Intent Escalation & Routing: Identifies caller intent in real-time & escalates calls to agents with the right skill

Grammarly for Agents: Helps every agent fix grammar, correct spellings, and communicate clearly

Voice Bots & Chatbots

Drives hyper-personalized responses based on the context of a conversation

Provides customizable self-service options. Automate mundane tasks & queries to serve customers at scale

Seamlessly integrates with exiting contact centers and CRM stack

Intelligent Neural Search

Reliable self-service channels that understands queries better and provide results that match intent

Improved First Contact Resolution rates with easier and faster access to relevant and constantly updated information

Enhanced knowledge management with comprehensive repository that continuously learns and updates itself

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What Can Chatbots Do For You?

- Enhance customer self-service with quick, human-like responses

- Automate repetitive tasks and common queries at scale.

- Handle Customer Interactions in real-time, at Scale

- Save agents' bandwidth for complex and unique conversations

- Easily integrate with existing contact center workflows with automated routing based on skills, priority, and account manager.

Enable self-service

Provide 24/7 support

Answer FAQs

Manage L1 support

Escalate to L2 whenever needed

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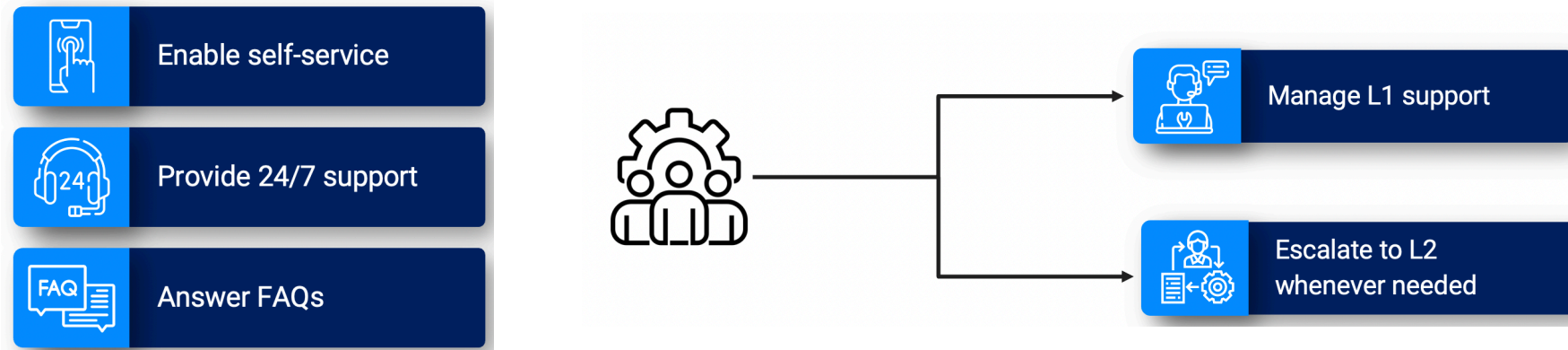
NEW: Chatbots Powered by ChatGPT

Make your customer conversations more engaging and meaningful

Deliver relevant and hyper-personalized responses based on the context of a conversation

Delight customers with intelligent self-service options and free agents to build deeper customer relationships.

Automate mundane tasks & queries to serve customers at scale.

Generate accurate responses by analyzing and learning from huge swathes of data.

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Simple, Intuitive Interface

- **If chat escalates to agent, they can view context, and seamlessly carry on conversations.**

- **Blended agents can seamlessly switch between chat and call window.**
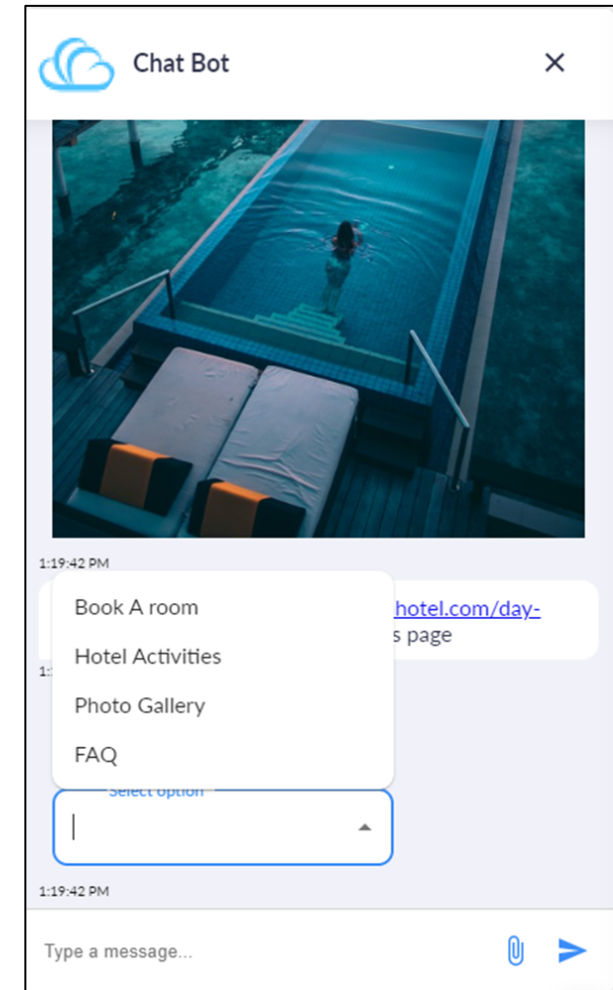
Easy to Build and Implement
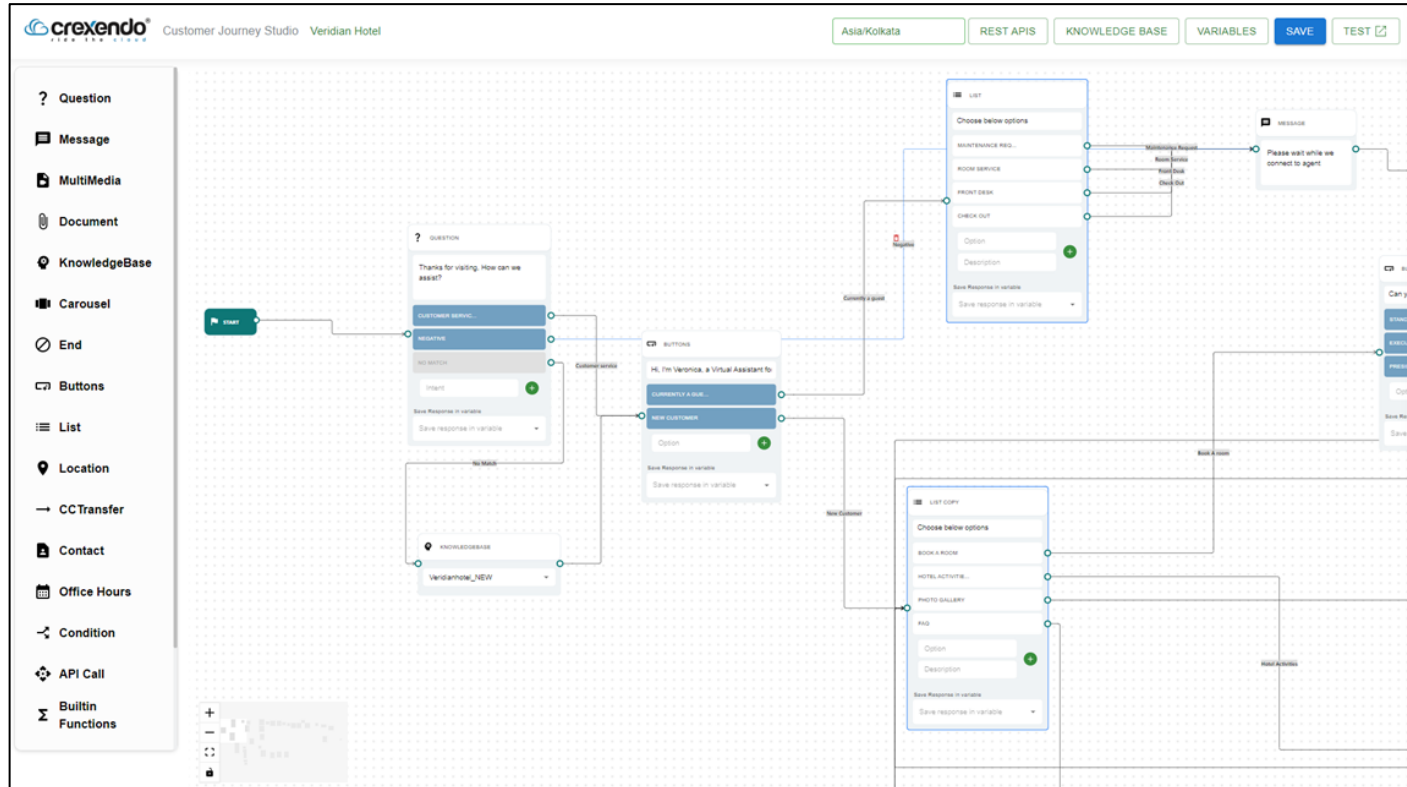
- Deploy once. Use anywhere

- Natural Conversation Intelligence

- Smart Assist - Real-time assistance and learning

Demonstration

Focused on Two Key Areas:

- **Chatbots Powered by ChatGPT**

- **Supervisor and Agent Coaching Leveraging Generative AI**
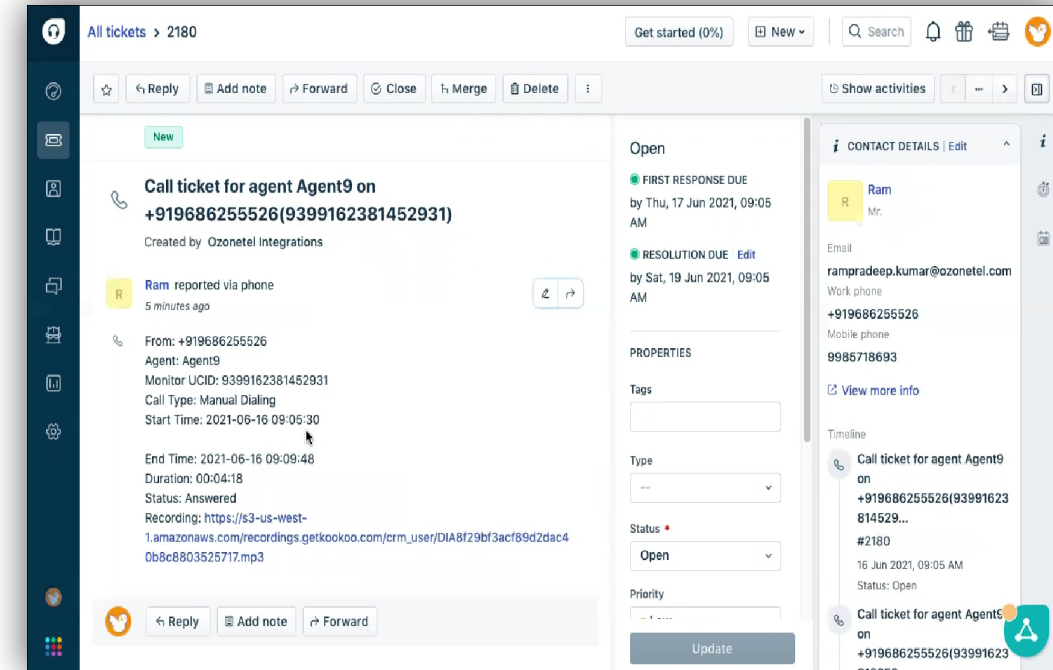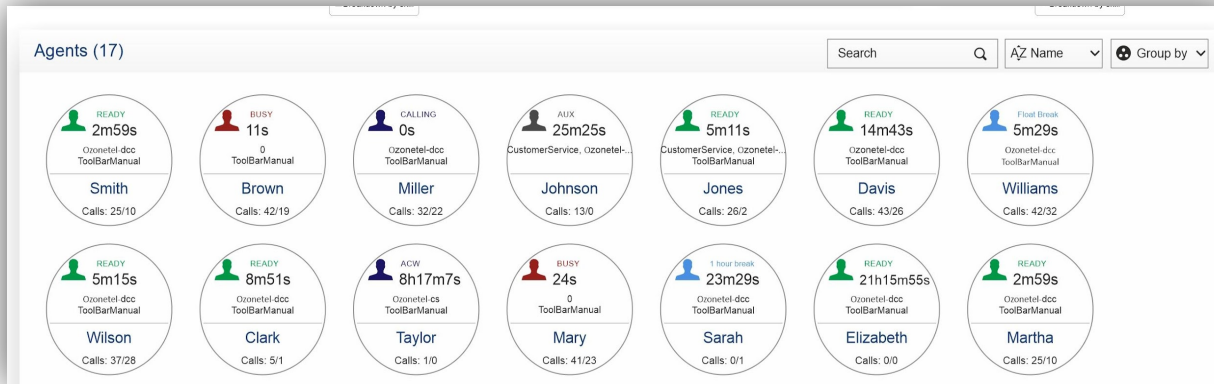
Manage All Voice & Digital CCaaS Interactions from One Interface

Inbound

WhatsApp

SMS

Email

Webchat

Twitter

Facebook

Outbound

Workflows

End User Businesses - for more Information
www.crexendo.com/vip/contact-center/

Service Providers - for More Information
www.netsapiens.com/contact-center/

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