Power of ServCloud
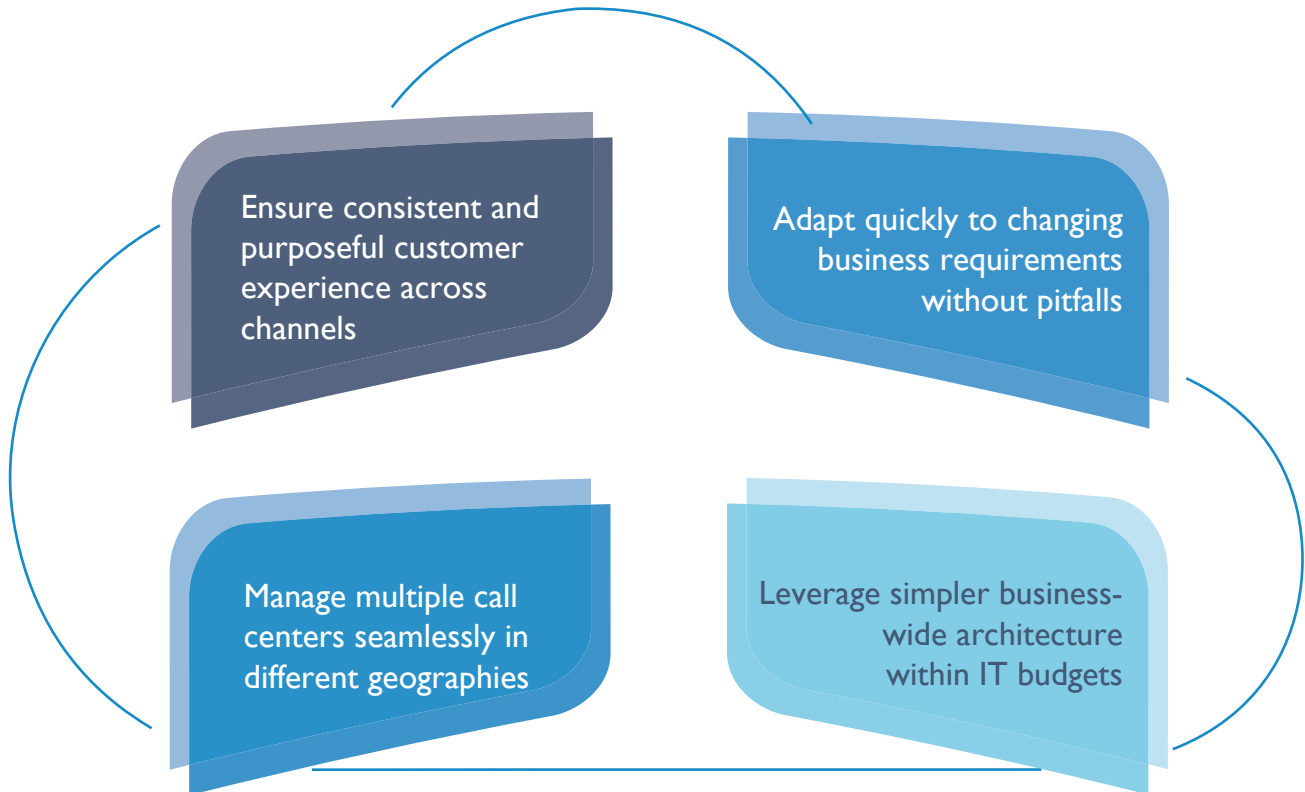
Driving superior omni-channel customer experience

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In today's digitally-empowered market, the power of experience is in the hands of customers. They dictate when, where, and how they want to interact with the enterprise. With the ascension of cloud technologies, business decision makers are now grappling for the best-fit solution; one that can ensure compelling, consistent and unified customer experience.

Why Go Cloud

Ensure consistent and purposeful customer experience across channels

Adapt quickly to changing business requirements without pitfalls

Manage multiple call centers seamlessly in different geographies

Leverage simpler business-wide architecture within IT budgets

Enter ServCloud

ServCloud is an adaptable cloud-based customer interaction management platform that gives enterprises the power of optimal operations and superior customer experience. It integrates vital data across multiple channels (call, SMS, email, chat or social media) in the contact center environment.

ServCloud assists in optimizing customer interactions with robust analytics. It offers an enterprise-quality contact center on the cloud, backed by our application integration expertise.

- Enable cost containment by enabling best-in-class customer contact solutions with flexible payment options
- Move away from expensive contact center infrastructure towards a cloud computing model with industry-leading SLAs
- Adhere to highest standards for security, reliability and availability
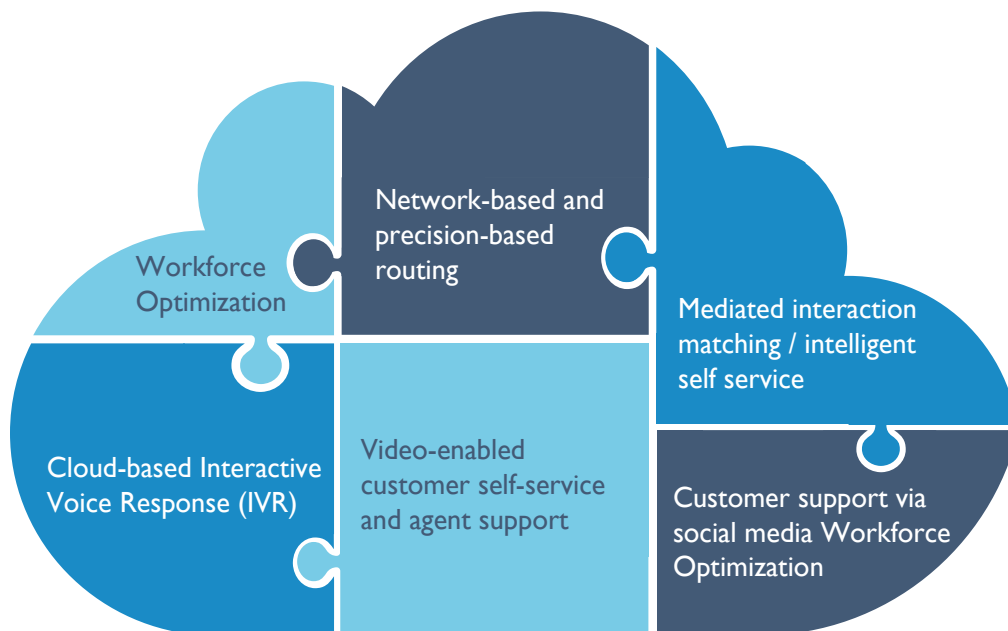
On AIR Coverage

AIR is ServCloud's model of excellence to accelerate swift maximization of cloud capabilities.

ADAPTIVE: Readily scale contact center operations to meet business goals and customer interaction objectives, and gain valuable insights from analytics capabilities to strengthen customer loyalty.

INTEGRATED: Add new capabilities with the ease of cloud-based access and optimize customer interaction processes with a consistent user interface that helps reduce training costs.

RELIABLE: Leverage a highly-secure and enterprise-quality solution that provides the uninterrupted performance that customers are demanding in the digital age.

What we offer

Workforce Optimization

Network-based and precision-based routing

Mediated interaction matching / intelligent self service

Cloud-based Interactive Voice Response (IVR)

Video-enabled customer self-service and agent support

Customer support via social media Workforce Optimization

Why ServCloud

- Enterprise-strong contact center capabilities to meet SLAs and business continuity requirements in a secure environment
- Tailored cloud platform to reflect business process rules for customer interactions
- Compliance across jurisdictions, wherever the customers are
- Leadership experience - 1,000 installations, 600 clients
- Business intelligence analytics to provide a holistic view of customer interactions and system performance
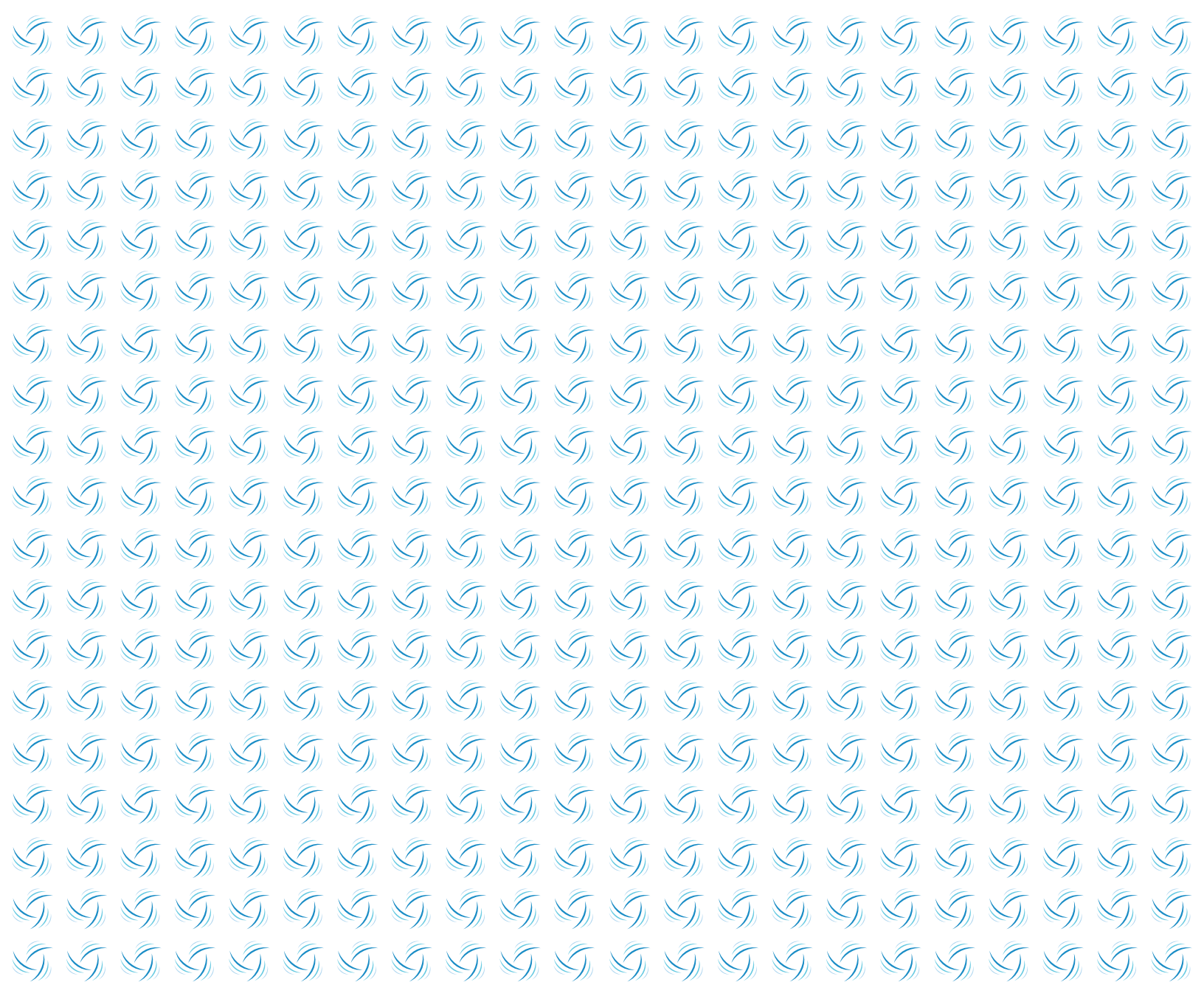
About Servion^t Global Solutions

With over 20 years of seasoned Contact Center experience across 600 customers, 1000s of installations & 60 countries, Servion has in-depth domain expertise in customer interaction management.

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