

BUSINESS PROBLEM

All CSPs have an app and a website to communicate with their customers, but customers are increasingly using social channels as a means to interact with their service provider.


How can CSPs support the vast number of social channels and provide a consistent, personalized, and intentional experience? How can they adapt as new social media sites become popular and stay current going forward? How can they track their customers' activities in real-time to ensure the best experience?


ABOUT US

AwareX is transforming the way Service Providers interact with their customers. AwareX's Digital Customer Engagement Suite currently supports over 8 million end customers in 20 countries, enabling our service provider customers to achieve more profitable consumer and enterprise relationships by reducing the cost of support, increasing add-on revenue, and driving greater customer satisfaction.

We were founded and are led by telecom veterans who are passionate about customer experience and understand the complexities and challenges faced by CSPs in meeting the ever-growing expectations of their end customers. We developed our cloud-native Agora TMEngagement Platform to enable CSPs to quickly deploy world-class digital journeys - immediately reducing traffic to the call center and satisfying customers.

CONTACT US

 One Lincoln Street
24th Floor
Boston, MA 02111

 info@awarex.com
support@awarex.com

awareX

awareX



SOCIAL CHANNELS

WWW.AWAREX.COM

THE SOLUTION

The Social Channels solution provides access to care and sales journeys via the Social touchpoint of the customer's choice. In addition, the customer enjoys a personalized, and intentional experience no matter which Social touchpoint they use.

BENEFITS

- All customer journeys for self-care and self-purchase are supported with journeys and API integrations to access real-time data 24/7.
- Analytics dashboards provide insights to how customers are supporting themselves and purchasing new products and services.
- This is a cloud solution, just hook it up and go.
- A single digital platform to support, operate and update all digital social touchpoint channels, it's the fast and elegant way to engage with your customers over social channels.

CUSTOMER EXPERIENCE

Your subscribers use Facebook Messenger, WhatsApp, Google Assistant or any of more than 20 different social chat bots to engage with people and businesses. With this solution you are providing your customers the ability to engage from wherever they want to, with a seamless experience.

