

This new engagement solution enables Communication Service Providers (CSP) to put a focus on the digital native, hypercognitive generation with an engagement solution that is personalized, interactive, visual, and simple to use. With the digital native Customer Engagement solution, CSPs can now create memorable digital experiences every step of the way with digital natives, while building their brand with them and forming lasting relationships.





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.

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Winning Digital Natives

www.awarex.com

Business Problem

25% of all new subscriptions are for the digitally native generation of 16-to-24-year olds. While this population represents a tremendous opportunity for CSPs to grow short and long-term revenues these digital native personas have much higher expectations for the quality and breadth of digital engagement available from their CSP.



The Solution

The AwareX Digital Native solution provides a set of unique and personalized experiences to this segment, and allows Digital Natives to engage via any touchpoint they prefer. The experiences are consistent across touchpoints and span care and purchase journeys.

Digital natives look for something that is powerful, always on, and allows them to get what they need quickly and without calling a Call Center or using another analog channel.

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Benefits

Digital Natives represent a major potential source of growth for CSPs. Our solution allows you to provide a unique, always on, and personalized digital experience for this segment, providing the best chance to attract, retain, and monetize this critical market segment.

