Always ON
best effort to provide
best experience

What is Omnichannel?

Technological development brings significant impact on changing how people interact with others. People need instant informations and solutions. And as people change their behaviors; marketers, salespeople, and customer service reps will need to react.

Instead of thinking of a parallel experience from multi channel such as: desktop, mobile or social media, we'll need to pursue one, holistic approach -- an omni-channel experience-- that customers can use whenever they need it.

Omnichannel implies integration and orchestration of various channels that engage customer in every level of purchase lifecycle in an efficient and pleasant way, rather than using single channels in isolation.
Managing multi channel customer interaction in holistic approach
Elevate customer satisfaction and provide better experience through contextual CRM and omni-history information
Supported with comprehensive interaction data reporting & analytics to help the decision making process

ON ADVANTAGES

ON FEATURES

1. Various channel selection of: voice, text message, email, over the top (OTT) chat (Line, Telegram, Hangout), real time communication (RTC) chat,

2. Channel Integrator platform with single database and real time context omni-history

3. CRM application options covering: inbound (trouble ticket), and outbound (telesales, teleprofiling, telesurvey, and telecollection)

4. Interaction historical data for further reporting and analytical purpose

ON EXPERIENCE

We have been trusted to manage corporate interactions for more than 17 years