

# ABOUT ONVISOURCE

ONVISOURCE.COM



Find your path to **TRANSFORMATION**

## OnviSource

The **path to transformation** for contact centers and enterprises is **about more than just another AI, Analytics or Automation solution** bolted onto all the technology already in use.

It requires a **360-degree approach** that **captures and unifies dispersed data** from the front line and back office, **analyzes that data** to generate actionable insights, and **automates insights into actions** to deliver true business value.

Break down the barriers to achieving excellence in the three most impactful areas of your business

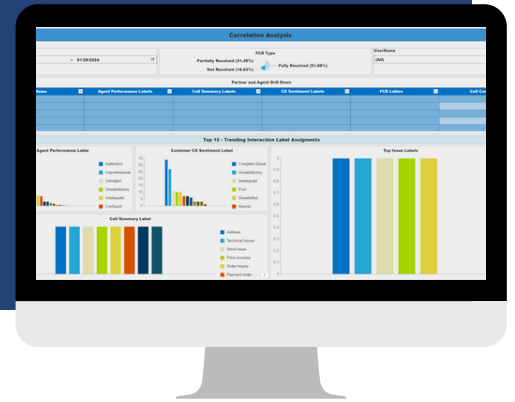
Workforce Performance

Customer Loyalty

Business Productivity

# Unique customer programs that create lifelong partnerships

We tailor our Intelligent Transformation solutions to fit your specific requirements **functionally, operationally, financially, and emotionally** with the objective of being your vendor of choice, and with the mission of earning your loyalty as a customer for life.



## With Innovative Solutions for

### Workforce Performance

#### Performance Augmentation

Intelligent Virtual Agents;  
Automation of Routine Tasks

#### Performance Improvement

Work Adherence; Process  
Compliance; Real-Time  
Coaching; Next-Best-Action;  
Agent Engagement; Agent KPI  
Analytics

#### Soft Skills Improvement

Sentiment Analysis;  
Communication; Empathy;  
Cordiality; Professionalism

#### QA & Compliance Management

AQA; Professional Skills  
Improvement; Compliance  
Management; First Call  
Resolution

### Customer Loyalty

#### Customer Journey Analytics

Before/During/After Service KPI  
Analytics; Intelligent Call  
Routing; Analysis of Customer  
Experience

#### Customer Surveys

Direct/Indirect/Inferred Surveys;  
CSAT Tracking; Scoring; NPS;  
CES

#### Multichannel Interaction & Trend Analytics

Sentiment, Behavior, Intent,  
Satisfaction and Trend Analysis;  
Predictive Analytics

#### Customer Retention

Automated Workflows and  
Processes; Churn and Risk  
Analysis; Customer Loss  
Prevention

### Business Productivity

#### 360-Degree Business Intelligence

Holistic View of Workforce,  
Customers, and Business;  
Integrated Analytics from the  
Front and Back Office

#### Unified Data & Processes

Seamlessly Integrated  
Analytics and Automation  
Processes; Manual Effort and  
Human Error Reduction

#### Intelligently Automated Vertical Applications

Bottom-Line Actionable  
Insights from Across the Entire  
Organization; Automated  
Notification and Response  
Management; End-to-End  
Business Process Automation

# Flexible, Scalable, Highly Affordable

We offer flexible delivery of solutions as software, cloud services, or any combination with **prices often 40% less** than comparable solutions. Our usage models come as prepackaged solutions for end customers and resellers, platform solutions for application partners, and OEM solutions for integration with third party products.

## Get Beyond the Chaos

### Data Chaos

Transform overwhelming volumes of data from multiple, dispersed products across organizations, into connected data that can easily determine conclusive, bottom-line actions.

### Process Chaos

Eliminate manual efforts to connect your separate and disconnected processes and workflows, including siloed robotic process automations, to deliver highly efficient, end-to-end results.

### Vendor Chaos

Remove the uncertainty of evaluating and implementing solutions by addressing specific needs functionally, operationally and financially through pre-and-post sale programs.

## Our Customers and Partners

