

Digital Customer Care

Secure, reliable and accurate communications whenever your customers need you

In a fast-moving world where consumers expect connected everything at all times, why should customer support be any different? It doesn't have to be. With Radisys Engage@Work it isn't.

Radisys' Engage@Work is a communication and digital engagement solution that integrates multi-media communication such as messaging, voice calling, video conferencing and channels in a single application to allow efficient communications between customers and support center agents. Capable of supporting all platforms –desktop, web, iOS, Android and feature phones on 2G through 5G and WiFi– Engage@Work delivers extensive communication capabilities directly to the mobile device—ensuring that your customer support is accessible everywhere at all times.

- ✓ **Messaging**
- ✓ **Channels**
- ✓ **Text**
- ✓ **Video**
- ✓ **Voice**

KEY BENEFITS

- Two-way interactive channels for secure communications with large audiences
- Increased productivity for customer care as agents can handle multiple customers simultaneously using this application
- Efficient chat-based customer care solution with bot utilization reduces the load on agents
- Extensive API support to integrate with other systems and third-party applications to extend the services
- Multiple media formats supported for a rich user experience



Automate your Customer Care

Customer care globally is shifting toward chat-based interactions. A survey of Facebook users across 13 global regions found that 70% of consumers greatly prefer messenger communication to calling or email. The study also found that 53% said they are more likely to shop with a business they can connect with via a chat app. Gartner predicts that messaging apps will grow 250% as a customer service channel from 2017-2022. Customers prefer talking to businesses via chatbots. ^{1,2}

Engage@Work transforms how businesses engage with their customers through interactive person-to-person and application-to-person public and private channel-based messaging and content delivery. An efficient chat-based customer care solution, Engage@Work reduces the load placed on agents, particularly when chatbots are utilized. The integration of bots within a channel optimizes workflows as the bot addresses routine questions and fewer interactions are directed to customer care agents. As consumers engage with the public customer support channels, the chatbot responds, communicating in real-time. Simultaneously the bot connects with the CRM to track the customer's information.

Global trends indicate that communications and customer support are becoming more automated. Customers are comfortable interacting with chatbots. Engage@Work equips service providers and enterprises with a simple web-based interface to implement and manage person-to-person and application-to-person message delivery with customers. Automate your customer care with Engage@Work--the digital engagement solution that integrates with CRM systems, is feature-rich, bot-enabled and capable of managing millions of users.



Simplify your Customer Care

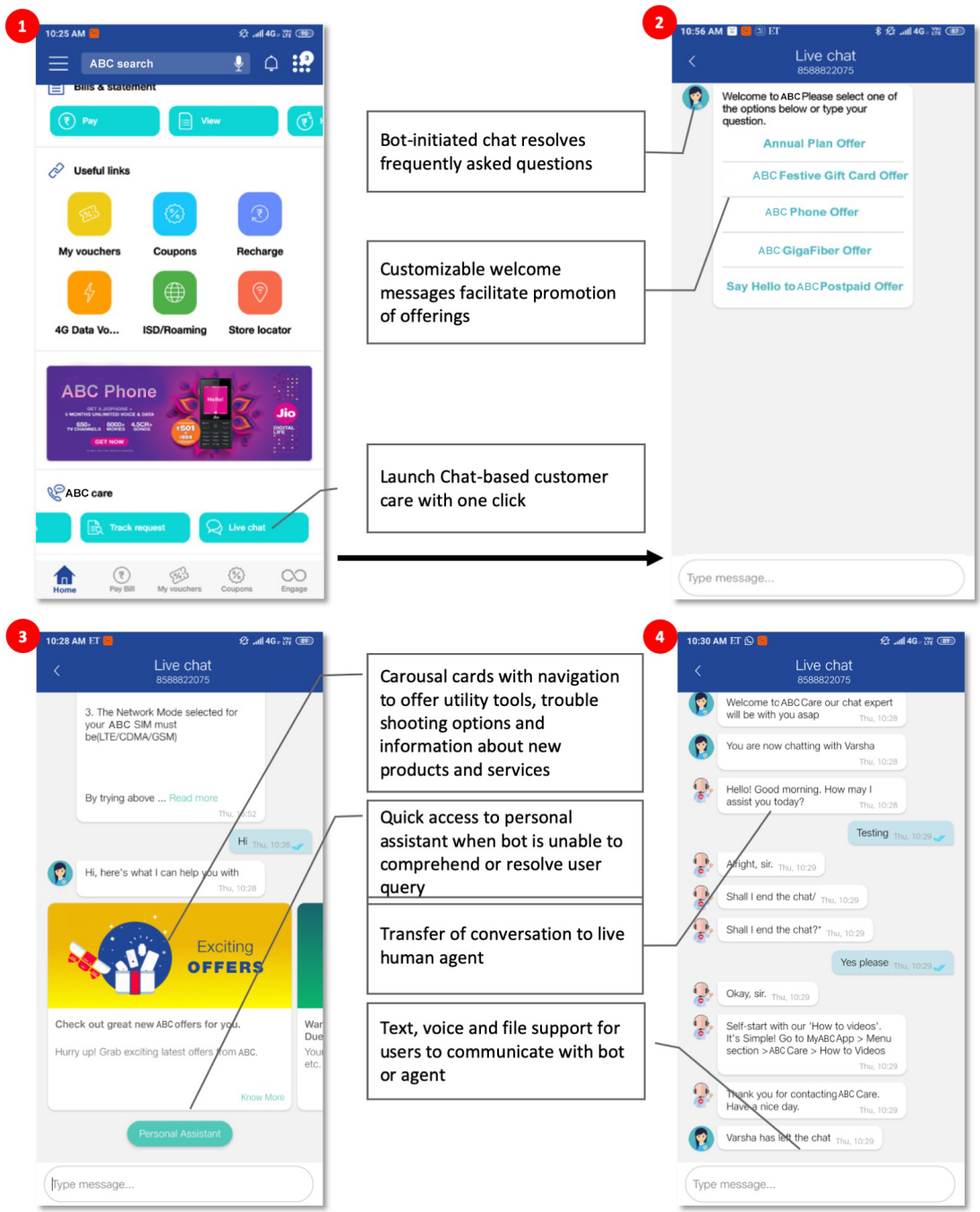
Engage@Work transforms how businesses interact with their customers while facilitating secure and efficient communications between customers and contact center agents. A single Engage@Work application supports self-serve bots that can be customized through a web portal; it also contains software kits which enable text messaging and attachment sharing between the customer and agent. A powerful solution equipped with API connectors and intuitive administrative web portals, Engage@Work can be deployed as a turnkey, white-labeled and fully customizable application or as a plug-n-play software development kit (SDK) that can be integrated into pre-existing Enterprise applications. Engage@Work offers a single extensible solution that brings together all communications and digital engagement under one application, helping enterprises to simplify their customer care.

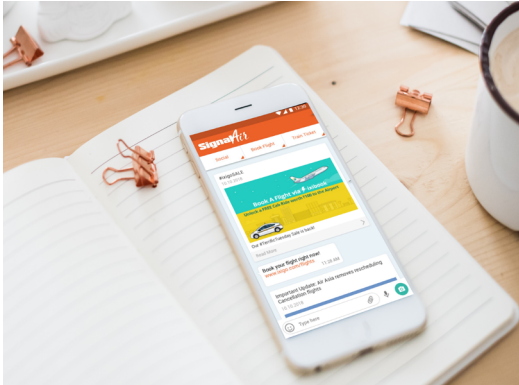
1. Facebook survey "More than a Message", (Australia, Brazil, France, India, Indonesia, Japan, Mexico, S. Korea, Taiwan, Thailand, UAE, UK, US, Vietnam) <https://insights.fb.com/morethanamessage/>

2. Gartner, Market Guide for Virtual Customer Assistants, 2017(US) <https://www.gartner.com/en/documents/3834698>

How does Engage@Work help simplify Customer Care?

- Easy integration with backend CRM to retrieve and/or update customer information
- Unlimited number of interactive channels to address all user demographics
- Ability to integrate widgets for commerce and more
- Scalable mobile solution capable of supporting large groups and audiences—chat in groups up to 500 members, channels support hundreds of millions of users
- Simple web-based channel administration with detailed analytics included





FEATURES



Broadcast Messages

Send a text message up to 100 contacts at once



2-way Interactive Channels

Administered channel with BOT Integration



Audio & Video Conference

Up to 5 people at a time



Text Messages

Send UNLIMITED Text Messages



Live Video Streaming

Live streaming of key events directly in the chat interface possible



Language Customization

Your app in your language



Share Any File

One-tap sharing of all photos, videos, PDF, Excel, Word



500 Member Groups

Large group size for inclusivity



Voice Notes

On messaging

Why choose Engage@Work?

Customer care is accessible from anywhere at all times with Engage@Work. This comprehensive application fosters efficient communications that will save agent time and optimize customer support operations without adding overhead cost.

- Simple and secure communications
- Webscale performance
- Platform agnostic
- Public channels can support millions of users
- Integration of bots within a channel can optimize workflow, reducing load on customer agents and increasing efficiencies for customer service
- Channels can be extended through connectors with third-party systems to extend the utility of the service



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