



# How AI-Powered Omnichannel Contact Centers Are Shaping the Future of Customer Experience

*Category: Customer Experience, AI Solutions*

## Why Omnichannel Communication Is Essential for Businesses Today



Customers now expect smooth interactions across voice, chat, email, social, and video.

AI-powered omnichannel contact centers solutions meet these demands, boosting satisfaction and competitiveness. 62% prefer avoiding repeats and long waits (Forrester 2024).

# The Key Benefits of Omnichannel Contact Centers



Improved Customer Satisfaction and Retention with AI-Powered Solutions




Faster Resolution Times with AI Automation



Increased Sales Opportunities with Personalized AI Solutions

## The Role of AI in Enhancing Omnichannel Customer Experience



AI anticipates customer needs, solving issues before they arise, leading to higher sales and satisfaction.



AI chatbots handle routine inquiries, improving efficiency. By 2025, 80% of interactions will be AI-managed (Gartner 2024).



AI tailors experiences, boosting sales by over 30% for companies using AI (Forrester 2024).



AI routes customers to the right agents, reducing wait times and improving satisfaction (Frost & Sullivan 2024).

# AI-powered omnichannel communication is future of CX, and Consilium Software is at the forefront of this transformation.

At Consilium Software, we specialize in creating customized omnichannel solutions that not only improve customer satisfaction but also operational efficiency and agent productivity.



With our AI-driven solutions, including UniVCX™, UniAgent™, and UniCampaign™, we help businesses deliver seamless, personalized experiences across all customer touchpoints.



## About Consilium Software

Founded in 2007 in Singapore, Consilium Software and our Uni digital customer engagement platform have helped over 2,000 companies in more than 120 countries connect their employees with customers. Our choice of cloud-based and on-premise software powers 5 billion-plus interactions each year, simplifying the management of voice, video and digital channels. Our solutions go beyond omni-channel to merge the contact center and CRM, creating fluid experiences with artificial intelligence (AI), bots and Robotic Process Automation (RPA).

Consilium has earned the GDPR certification, conforming to the requirements of the EU General Data Protection Regulation. Security and quality are intrinsic to our products and services, with our SOC 2 Type 2, ISO/IEC 27001 and ISO 9001 certifications for information security management and quality management systems, respectively.

*Ready to boost customer engagement? Contact Consilium Software to discover how our AI-powered solutions can transform your CX.*



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