



UniVoIP Retail Solutions:

Engage the New Millennial Audience with Omni-Channel

UniVoIP's Cloud-Based Unified Communication and Omni-Channel Contact Center Solutions allow retailers to move beyond brick-and-mortar and proactively engage modern customers across their media channel of choice. Powering a customer-centric culture through a personalized consumer shopping experience, optimized and responsive customer service, and improved staff productivity, UniVoIP's UCaaS solutions secure long-term growth for retailers.

Enhance the customer experience with unified communications

- Accurately forecast call traffic to reduce operating expenses
- Reach customers across SMS, email, voice, video, SM, web chat and more
- Personalize consumer experience with Interactive Voice Response
- Improve First Contact Resolution with efficient call routing
- Instantly equip agents with vital consumer data during a service call
- Assure quality assurance with management and monitoring tools

Highlights:

Avoid downtime with Disaster Avoidance and Business Continuity Plans.	Double revenue per customer with Omni-Channel Engagement.	Keep up with modern consumer expectations while battling narrow margins.
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