

the  
contact  
center  
experts



COMways



# company introduction

overview of comways, brand trust, testimonials |

top of mind topics, in the news |

partners, solutions, services |

benefits

# this is comways



## ABOUT

comways delivers **innovative solutions** designed for **contact centers** to build meaningful connections with their customers

comways has a multi-cultural, multi-lingual team delivering contact centers **expertise for over 15 years in France, Spain, Switzerland, and the Benelux**

this is comways



## FOCUS

we are a company focusing on the success of our customers

## VALUES

innovation, customer-centricity, agility, integrity, cost effectiveness

this is comways



## VISION

be the trusted experts for deploying AI-enabled contact centers

## MISSION

deliver contact center solutions that optimize **customer** experience, empower **agents**, and improve **operations**

# leading brands trusting comways

## RETAIL



deBijenkorf 

XUPES



## INDUSTRIES



HOYA

 lampenwelt.de

uponor



## ASSOCIATIONS



 ALTROCONSUMO

  
Consumenten  
bond



## EDUCATION

satchel:

LEFEBVRE  
SARRUT

Afpa 

# leading brands trusting comways

## ASSOCIATIONS



## FINANCE



## PUBLIC SECTOR



## OTHER



# customer testimonials

“

“case manager is a key component in our strategy to engage with our customers across any media. We do it already over Web, Email and Calls; next to come are Social Media and Chat”

David Favest, VP Marketing,  
**NMBS**

“

“**comways accelerators and expertise** enabled us to integrate our back-office applications into a single user interface for the agent, have better control on SLA and offer customers with multiple self-service possibilities”

Dirk De Spiegelare, Customer Service Manager,  
**Sodexo**

“

“managing customers’ requests via a single omnichannel hub and structuring them in cases helps us to engage the most skilled resources, to accelerate resolution and overcome silos”

Vincent Fraselle, Group Product Manager,  
**Euroconsumers**



# top of mind topics, **in the news**

keep service **agents**  
on the job longer to  
improve **customer**  
satisfaction  
McKinsey

**employee satisfaction** is viewed as  
having an increasing weight influencing  
**customer experience** as a bigger  
weight  
ResearchGate

organizations recognize **the**  
**potential of AI** in enhancing  
customer and employee  
experiences  
Harvard Business Review

the **balance** between **AI-driven**  
**efficiency and human expertise**  
creates a holistic banking experience,  
meeting diverse customer expectations  
across digital and physical channels.  
The International Banker

# 2024 top of mind topics

## customer experience

- AI-powered self-services to address easy/common customer requests
- use natural language solutions
- intelligent routing to the best-skilled agent (intent-tagging, CRM data leveraging,...)
- omni-channel contextual communications
- hybrid workforce with CC + UC
- live and personal engagement, through web chat, video chat, co-browsing

## agent experience

- prepare agents to most complex problems
- AI-assist agents for quick thinking, first contact resolution and full navigation in contact center demands
- use agents as a feedback loop to provide insights to help sales, marketing, and product teams

## improved operations

- CCaaS (scalability, cost reduction, remote working)
- automation
- real-time conversation analysis & assistance

# our **partners** and **solutions**

## SALESFORCE ENGAGEMENT CENTER

for Salesforce customers

Salesforce Service Cloud  
+  
Vonage Contact Center\*



*\*or Amazon Connect*

## OMNI-CHANNEL CONTACT CENTER

for customers  
with another/no CRM

Other CRM  
+  
BrightPattern



## CONTACT CENTER EFFICIENCY

for all customers

Workforce  
Management

Quality  
Management



# our services

## business consultancy

- help you improve your contact center
- develop business cases for your solutions
- requirements analysis & definition
- vendor / service evaluations via RFI/RFP
- sharing our expertise transparently

## design and delivery

- integration & implementation
- customize the solutions to fit your needs
- Find optimization areas, decide how to optimize, measure and support

## project governance

- agile development
- full life cycle management – from requirements to hyper-care
- agents, supervisors, and managers training in the context of your day-to-day

## support

- single point of contact
- help customers evolve, maintain and upgrade their solutions
- service levels agreements

## benefits to your customers



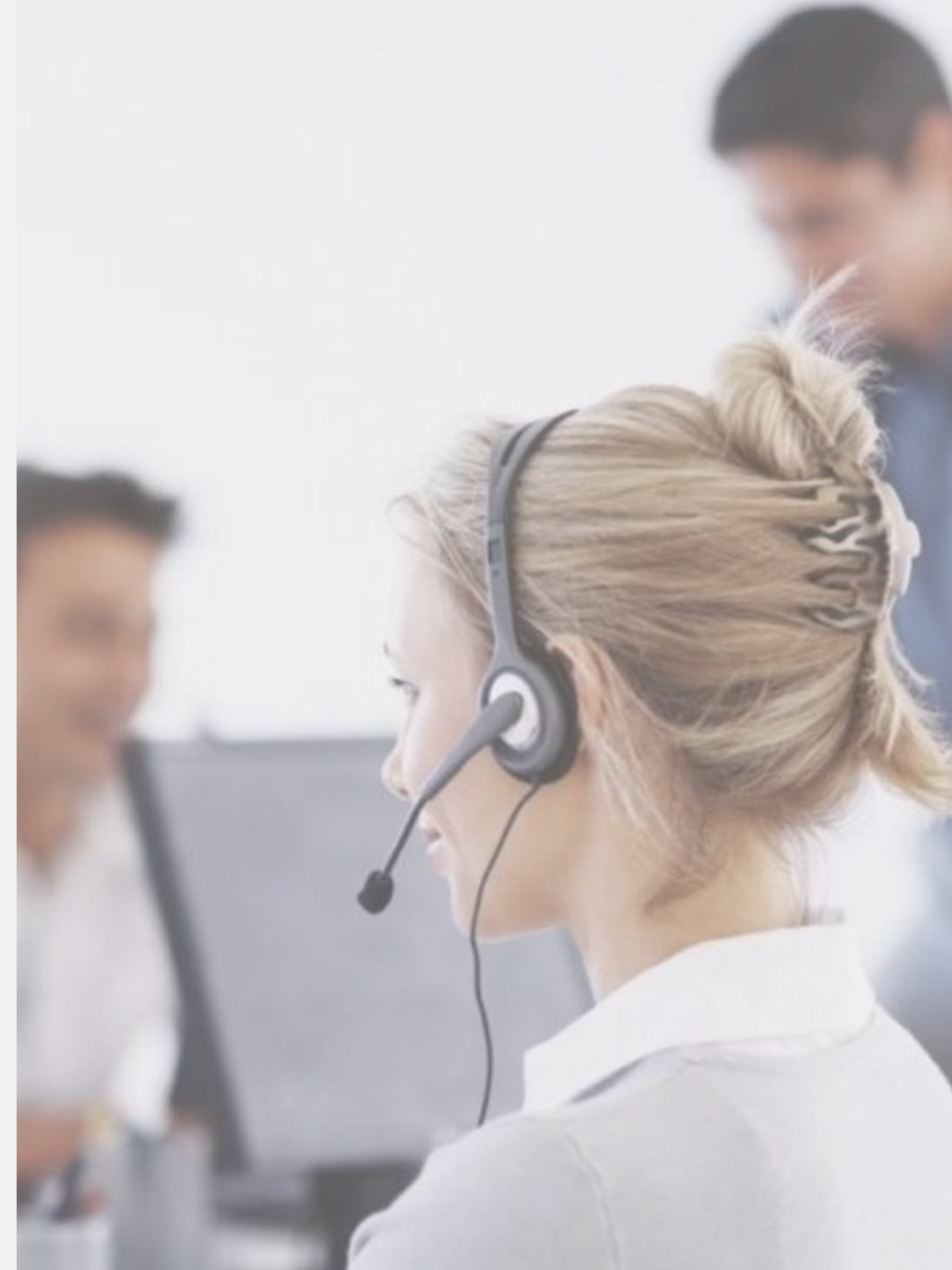
- ✓ personalized conversation grounded in relevant data
- ✓ dynamic routing to interact with best agent
- ✓ consistent omnichannel experience
- ✓ first call resolution
- ✓ self service to get responses independently



## benefits to your agents



- ✓ artificial intelligence assisted personalized answers
- ✓ reduction of post call work with AI based classification and summaries of conversations
- ✓ 360 view, unified desktop - wholistic view of the customers
- ✓ enrich knowledge-base from agent answers
- ✓ predictive insights to anticipate customer behavior



# benefits to your organization



- ✓ improved customer experience, increased customer loyalty
- ✓ agents retention, reduced burnout, lower agents turnover rate
- ✓ streamlined operations, reduced operational costs
- ✓ cloud based deployment accelerates innovation
- ✓ real-time performance metrics provide insights into contact center operations
- ✓ scalability to adjust resources according to demand





# Thank you

[Request A Demo >](#)