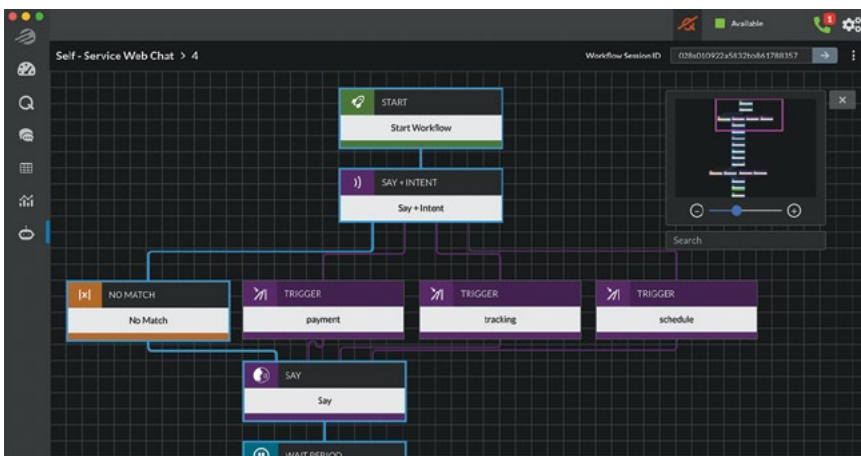




Self-Service



Edify Workflows is a no-code, drag-and-drop customer experience design tool made for everyone. Create, iterate, and tailor automated or bot + human customer journeys without relying on IT. Workflows is the heart of Edify's flagship contact center software, Edify CX. It is also available as a standalone product for any contact center, regardless of existing technology, to design and deliver fully automated customer experiences. This powerful tool replaces legacy interactive voice response (IVR), interactive virtual assistants (IVA), and robotic process automation (RPA) tools with unprecedented ease of use and a host of valuable features for better-automated customer service experiences. With the click of a mouse, bring your vision to life by simply dragging, dropping, and linking modules together. Workflows can synthesize vast amounts of data in seconds – enabling you to offer rich, thorough experiences and make it easier than ever to build the contact center workflows of your dreams.



Review workflow sessions to evaluate paths taken & determine if or when you need to make updates to your flows.

What's in it for you

- Save setup time & speed your digital transformation from legacy tools with no-code workflows that deliver elevated customer experiences
- Increase customer loyalty & satisfaction by providing proactive notifications
- Ensure PCI compliance with automatic consent capture
- Quickly monitor NPS & CSAT scores with automatic surveying
- Improve employee experience by unifying disparate systems & applications for a comprehensive view of customer information in a single workspace



Build

Drag-&-drop modules to design a fully custom, omnichannel, AI-powered smart bot to provide exceptional self-service customer experiences



Learn

Gather, update, insert, store, & encrypt all customer data allowing you to generate customer behavior insights & maintain security

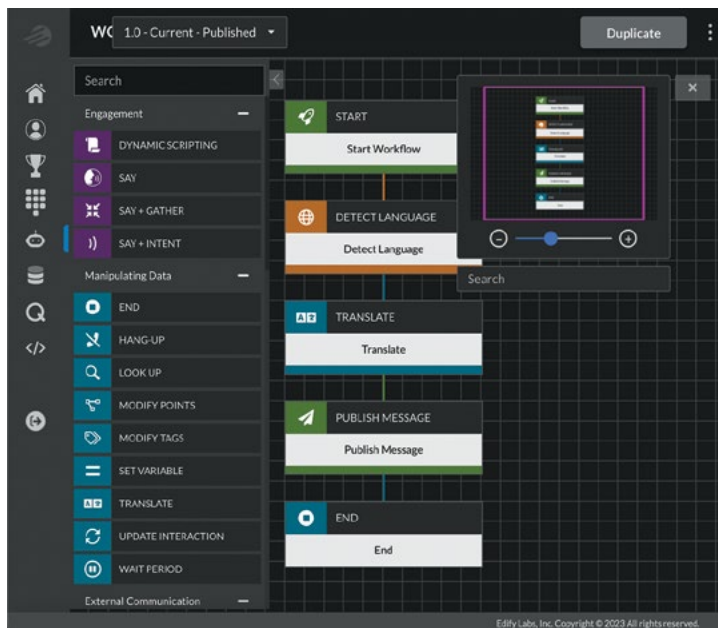


Automate

Automate additional processes like campaign execution based on customer engagement, CSAT survey distribution, & recurring report generation

Setting it up

Using Workflows is simple. Once you log in and access the Workflows workspace, click “Create Workflow”, provide a name for the workflow, and you’re on your way. The editor workspace allows you to pick and choose the right modules, in the perfect configuration by simply dragging, dropping, and configuring the no-code module settings. Design automated campaigns that run after a customer signs up for your newsletter, route customers through a personalized self-service experience to schedule appointments, and audit reports for outliers to identify areas of opportunity in your contact center – the possibilities are endless. Publish to begin testing and effortlessly make updates whenever you need, without help from another department, by duplicating your existing flow and tweaking only where you need to. The omnichannel automation possibilities are boundless when you have complete control over your designed experiences and do not need to wait on extensive IT involvement or external resources.



It doesn't take a complex workflow to pack a big punch; this one enables transcription & translation for your queue users.

Features

- Drag-&-drop workflow design tool
- Built-in AI, ML, language detection, Natural Language Understanding (NLU), & sentiment analysis
- Automatic data redaction & encryption
- Seamless database & CRM connections
- No IT resources necessary
- Use alone or as part of Edify CX



About Edify

Edify connects businesses with customers and employees with each other, making enterprise communications as easy as personal ones. Built from the ground up as a single, cloud-native solution, Edify's flagship products, Edify CX (CCaaS), Edify EX (UCaaS), and real-time API communications (CPaaS) work together to facilitate continuous conversations across your business. Now, customers and employees can easily move among channels in one window, just like they do every day on their phones. Companies choose Edify for its global availability, no-waste pricing, and full-stack 100% SLA uptime guarantee. Edify is also a Google Chrome Enterprise Recommended partner for the contact center. Learn more by visiting edify.cx.