

Alvaria Cloud

Best-of-Breed Applications

The Alvaria Cloud is an Enterprise Cloud Contact Center solution that scales to meet the needs of large organizations and delivers proven, best-of-breed CX and Workforce Engagement Management capabilities to help companies build lifetime customer loyalty.

Alvaria Cloud is the only Enterprise Cloud Contact Center platform that allows your business to adopt Contact Management and Workforce Engagement Management applications modularly, allowing organizations to add capabilities at their own pace or as their needs change.

KEY COMPONENTS

Alvaria CX Suite applications support both automated self-service and live assisted omnichannel inbound and outbound communications across voice, SMS, email, chat, social, and mobile interactions.

Voice Agent

With CX Voice Agent, you can use any combination of inbound route and queue types to intelligently support and differentiate your customer service strategies and outbound dialing to proactively engage for sales and collections efforts

Omni Agent

Support both automated and live omnichannel interactions, inbound and outbound, across voice, SMS, chat, social, email and mobile communications.

Automated Agent

Enable omnichannel self-service and a consistent, personalized experience across traditional IVR and digital self-service / bots touchpoints.

Alvaria Workforce Engagement Management Suite applications support both workforce productivity and employee engagement strategies with best-of-breed workforce, gamification performance, and quality management solutions, gamification and AI-powered workforce optimizer and interaction analytics.



Alvaria Workforce

Optimize the forecasting, scheduling, and tracking of a multi-skill workforce to ensure the right number of appropriately skilled service individuals are ready when customers need them most.

Alvaria Real Time Optimizer

Designed to integrate seamlessly with Alvaria Workforce, our Real Time Optimizer allows contact centers to process high-volume data in real-time to intelligently determine — and direct — each agent's activity to maximize productivity and engagement and produce immediate results.

Alvaria Motivate

Using game mechanics to motivate and engage call center employees both intrinsically and extrinsically seamlessly aligns employee behaviors to company goals — resulting in improved employee retention, performance, customer satisfaction and profitability.

Alvaria Performance

Create a “single source of truth” combining data from many sources into telling metrics and KPIs, allowing supervisors and managers to fully assess performance against set goals and engage the workforce with coaching and gamification capabilities.

Alvaria Quality

Enhance customer satisfaction, agent effectiveness and compliance adherence by effectively assessing quality of voice and text-based customer interactions from multiple sources.

Alvaria Workforce and Interaction Analytics

Use best-in-class speech and text analytics to rapidly surface valuable insights on quality, customer experience, and operational issues across all customer interaction channels.

Complaint Outreach

Sophisticated dialing options and compliance controls to drive high-touch service, personalized campaigns and precision-targeted collection.

Fraud Detection

Leverage consumer behavior, device location and voice biometrics to identify and act on fraudulent interactions.

ALVARIA CLOUD: A STRONG FOUNDATION FOR DELIVERING BETTER CUSTOMER EXPERIENCES

The Alvaria Cloud is a highly scalable, secure platform offering the ability to start with one or more best-of-breed applications and then add applications with ease when ready for additional capabilities. Best of all, these applications run on top of the Alvaria Cloud with a common set of shared services with tools for user management, security, provisioning, and more. The Alvaria Cloud is unique in offering customers the ability to select their public cloud service provider of choice. In addition, the Alvaria Cloud also offers a single-tenant option for Enterprises that require additional privacy, choice and control.

Alvaria Cloud Shared Services:

- Tools for user management, security, provisioning, applications and platform reporting and more
- Modern, widget-based browser UI, role-based entitlement, and visibility
- Rich set of APIs to support business system and third-party integrations, including dashboard widgets
- High Availability and Business Continuity; backed by an industry leading 99.999% uptime Service Level Agreement
- True SaaS service maintained and updated by Alvaria with regular new features and enhancement updates, with minimal disruption, streamlining the upgrade process.

Alvaria Cloud provides a role-based user interface designed to provide an easy-to-use, streamlined user experience for agents, team leads, and administrators.

- Easily customize, widget-based, UI for streamlined user experiences
- Full omnichannel support – service all interaction channels through single UI with context from interaction journey
- Access through popular web browsers and on all client devices – desktops, laptops, and mobile devices
- Reporting and Analytics data across all components with drill-down capabilities for more granularity

About Alvaria

Alvaria is the world leader in enterprise-scale customer experience (CX) and workforce engagement management (WEM) solutions. Our name is derived from Latin for “hives” – nature’s perfect form for millions of years – bringing you solutions that are scalable, resilient and secure, with efficiency, speed and pinpoint accuracy. ALVARIA™. Reshaping Customer Experience™. For more information, please visit www.alvaria.com.

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