A Technology Partnership

ConnexOne

Chapters

ConnexOne

Our Mission

Shaping the future of customer experience

Watch Video

Our History

Connex One

In 2013, Connex One was founded with a clear vision: to shape the future of customer experience. Ten years and 9 international offices later, Connex One is driving the global customer engagement revolution, providing cutting-edge software solutions, and moving closer to unicorn status.

With a recent $103 million Series C funding injection, there's no sign of slowing down in our mission to be the global CX platform of choice. We are continuously adding new features to our proprietary platform, which powers millions of customer interactions every day.

Thanks for the quick response! 😃

PCi

WhatsApp

43 Messages
Between 18:30 and 18:52

Article arch
08:00 21.11.22

ConnexOne

Value we bring
Value Proposition

Onboarding Omnichannel will benefit everything from your team's productivity, to your bottom line. Maximize your revenue, CSAT scores and average interaction handling times. Unlock your team's potential.

The Connex One platform is a powerful SaaS tool giving you a deeper insight into your customer's journey than ever before. Enabling your teams to provide a better service and increase your customer satisfaction.
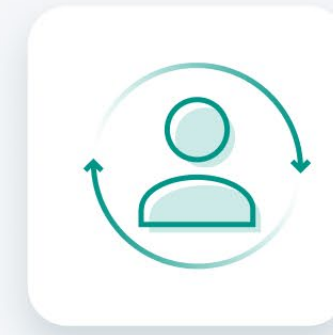
Reduce Attrition

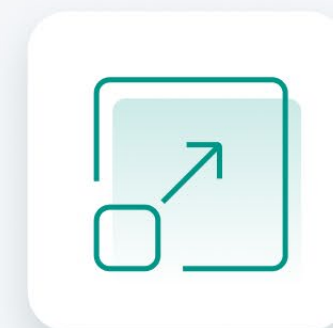**Increase Customer Satisfaction**
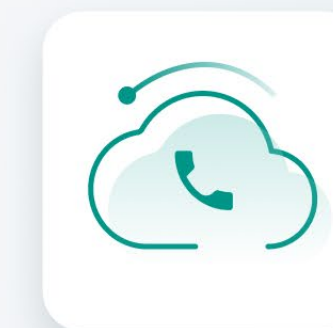
Drive Sales

Boost Productivity

Feature-Rich Single Sign On Platform

Improve Visibility

Flexible and Scalable

Reliable and Secure Cloud Technology

ConnexOne

Exceptional Service

Achieve incredible results

60%
Increase in sales in the first
4 weeks of using our solution.

133%
Increase in workforce
productivity

4 Billion+
Transactions handled
per year

36%
Increase in customer
satisfaction

99.99%
Uptime

99%
Of our clients would
recommend

ConnexOne

Included as standard

At Connex One we never charge for the set-up, installation, training or onboarding of our platform.

Customer Experience is at the core of what we do. Our continued high-touch service ensures you're never left to figure it out alone and promises to minimize downtime and disruption to your business with effective change management and support strategies. Having your teams trained from the off-set in the breadth of possibilities that Connex One brings, brings a guaranteed rapid time to value and ensures your teams love Connex One as much as we do.
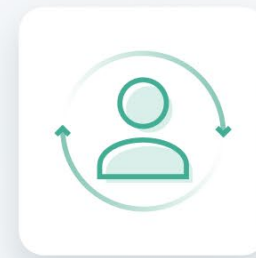
24/7 Support

Whether you're setting up a new user or are experiencing issues, our inhouse team are on hand 24/7 whenever you need them.
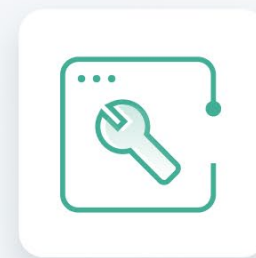
Set up and training

When onboarding with Connex One, we ensure that our clients are comfortable with all aspects of our system by providing thorough training and responding to all requests for further information.

Bespoke Build

When it comes to partnering with Connex One, we don't believe in one size fits all. Our Account Management teams get to know your business and tailor our services to help you meet your goals.
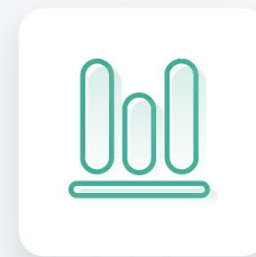
Knowledge Base Articles

Our holistic suite of FAQs with how to guides and videos, brimming with success tips to empower your your teams and ensure quick training for any new starters.
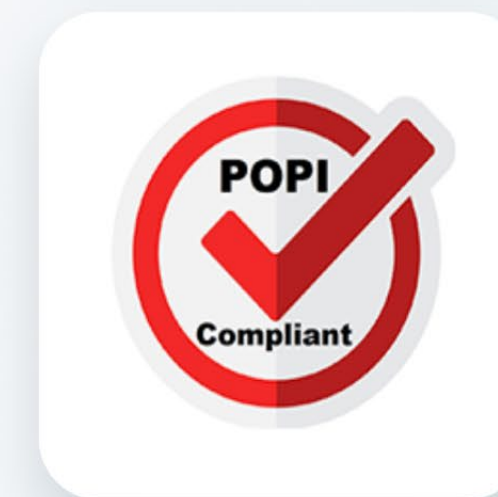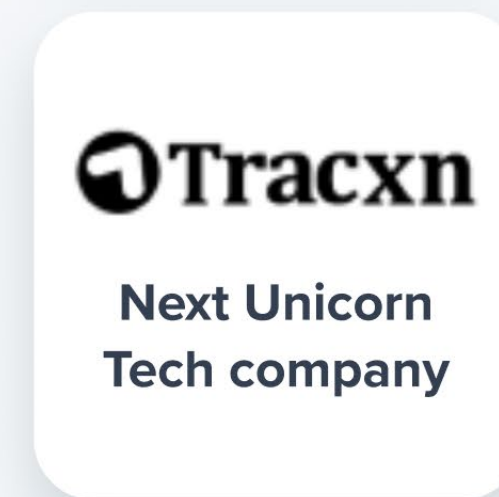
ConnexOne

Security and accreditations

Your security, our priority

Nothing is more important than up-time and security measures. Connex One is subjected to rigorous auditing to ensure high standards of security and robust data protection controls.

The integrity and security of your service and data is our top priority, which is why we dedicate ourselves to adhering to the latest global security standards and practices to create lasting partnerships with our clients.

It's one secure and resilient system.

Data Privacy Week 2022 CHAMPION

PCI

HM Government G-Cloud 12 Supplier

HIPAA COMPLIANT

CYBER ESSENTIALS PLUS

LRQA CERTIFIED ISO/IEC 27001 UKAS MANAGEMENT SYSTEMS 0001

LRQA CERTIFIED ISO 9001 UKAS MANAGEMENT SYSTEMS 0001

LRQA CERTIFIED ISO 22301 UKAS MANAGEMENT SYSTEMS 0001

VIVA
Next European Unicorn Tech company

Tracxn
Next Unicorn Tech company

POPI Compliant

AICPA Service Organization Control Reports SOC 2 Formerly SAS 70 Reports

ConnexOne

Exceptional Service

Achieve incredible results

Entrepreneur of the Year

Prolific North

Top Contender for Unicorn Status

GP Bullhound 2022

6th Fastest Growing Company

Northern Tech Awards 2022

Judges Innovation Awards Winer

Northern Tech Awards 2021

Most Exciting Tech Companies

North West Business Insider

Cloud Technology Provider of the Year

Prolific North

Our Clients

Powering the worlds largest brands

With over 4 billion interactions per year, our success doesn't just come from our feature-rich platform; it comes from the long-lasting partnerships we build with our clients.

"It's been absolutely excellent. We're able to look at conversion rates, productivity and how many touchpoints we had with customers."

Ola Spencer, Group Operations Director

"Connex One, wow. It's been such a game changer and helped us so much with all our efficiencies and procedures."

Jan Marais, CIO

"We're excited about the level of service. It's not only just about the technology, it's about the human connection."

Bonnie Carroll, President & Founder

"Connex One helped us look into the future. We've seen a massive improvement in sales and increased productivity across the department."

Donna Andrews, WFM / Dialer Manager

ConnexOne

Products to power the future

- Omnichannel
- Dialler
- Form Builder
- Marketplace

Cross-channel Communication

Switch between SMS, voice, social media, live chat, email, or WhatsApp seamlessly with no wait times. Let our platform do the work and free up your customer teams to focus on high value interactions.

Balance pace with peace of mind, give a greater personalized experience with higher call and interaction volumes.

SMS

Support straight to your customer's phone

WhatsApp

Contact over 2 billion Whatsapp users

Voice

Organized and categorized dialing

Email

Keep responses neat and formal
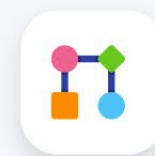
Athena Conversations

Automate Conversations

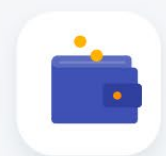**Dialer**

Next level features in a user-friendly dialer

Live Chat
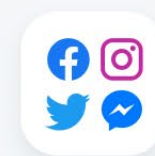
Prompt website customers with Livechat

Flows

Click-and-drop tool for creating customer journeys

PCI DSS

Prompt website customers with Livechat

Social Media

Prompt website customers with Livechat
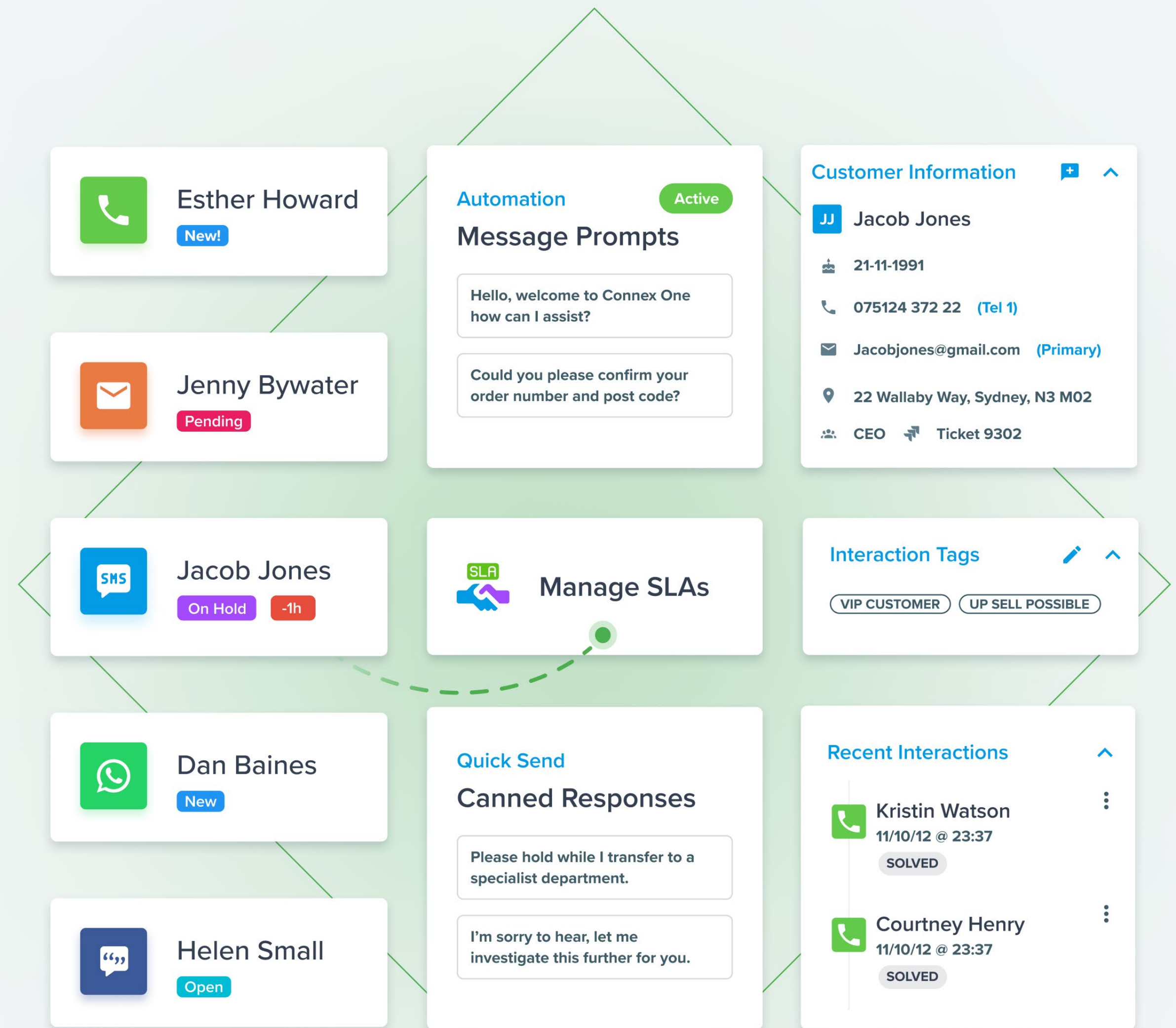
![ConnexOne logo] ConnexOne

Omnichannel

Centralized hub for customer data and interactions

Every channel, in one easy to use interface, fully equipt with SLA timers, full customer interaction history and message prompts.

Handle large volumes of transactions, enable self-service functions with AI generated canned responses. Utilize whisper coaching or barge functionality on Voice services for training and upskilling, or leave your teammates private messages on an account.

Automatically log all interactions within your CRM for a holistic view of the entire customer experience.

Esther Howard
New!

Jenny Bywater
Pending

Jacob Jones
On Hold   -1h

Dan Baines
New

Helen Small
Open

Automation   Active
Message Prompts

Hello, welcome to Connex One how can I assist?

Could you please confirm your order number and post code?

Manage SLAs

Quick Send
Canned Responses

Please hold while I transfer to a specialist department.

I'm sorry to hear, let me investigate this further for you.

Customer Information
JJ Jacob Jones

21-11-1991

075124 372 22   (Tel 1)

Jacobjones@gmail.com   (Primary)

22 Wallaby Way, Sydney, N3 M02

CEO   Ticket 9302

Interaction Tags
VIP CUSTOMER   UP SELL POSSIBLE

Recent Interactions

Kristin Watson
11/10/12 @ 23:37
SOLVED

Courtney Henry
11/10/12 @ 23:37
SOLVED

Overview • SMS • Live Chat • WhatsApp • Social Media • Email • Voice Services • PCI DSS • Flow

Omnichannel

SMS

Upgrade the way you email your customers. Connex One's interface will provide your team with detailed, actionable information about each interaction, from SLA and resolution status to private notes left by their colleagues during past conversations.

- **Send Attachments**
  Share images and links and request customer feedback

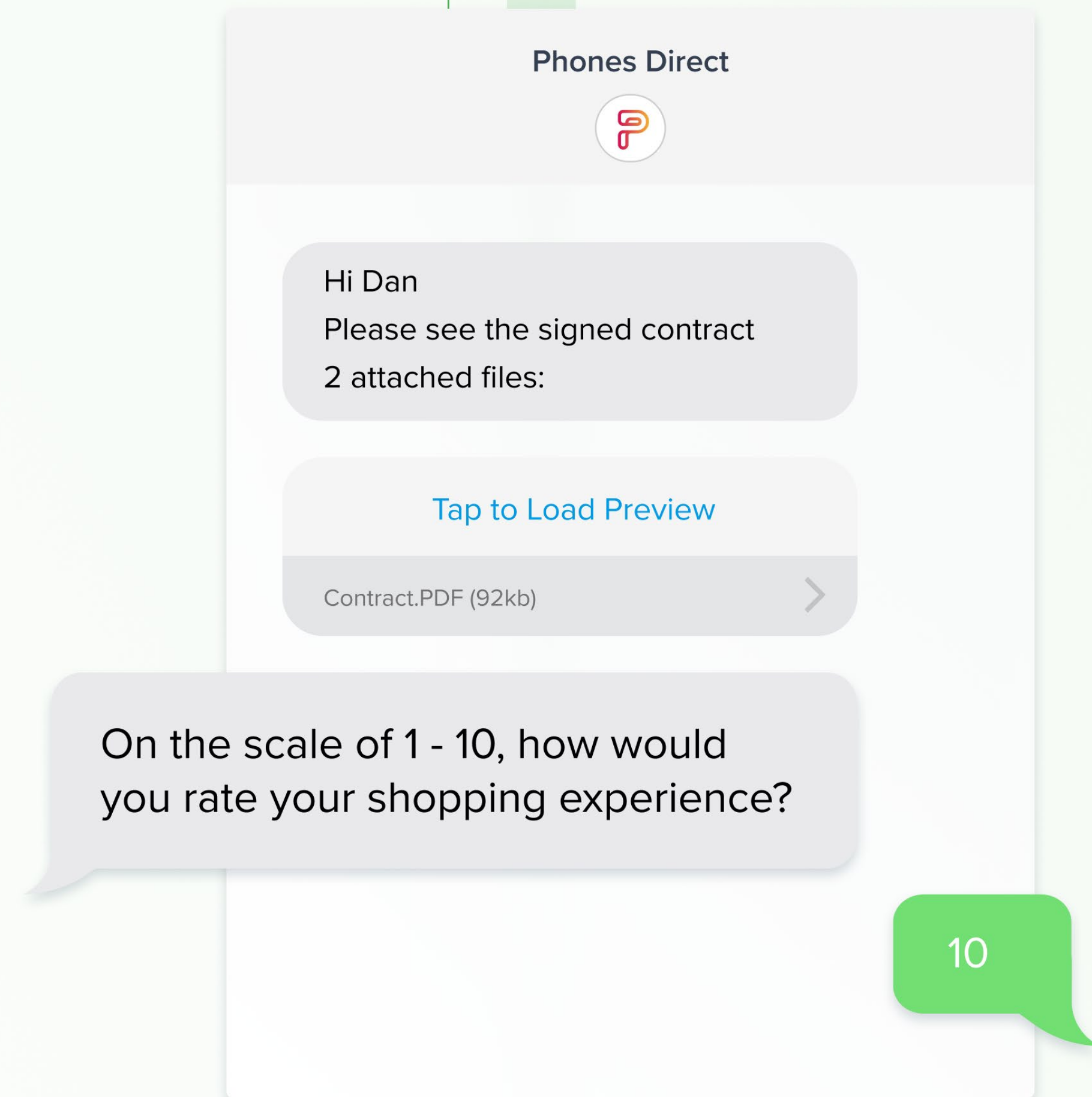- **Automate campaigns and send bulk messages**
  Message thousands of customers in one click with SMS automation

- **Skill based routing**
  Skill based routing automatically assigning to the correct team

- **Power up with SLAs**
  Lower churn rate and increase response times with SLA timers

---

Phones Direct

Hi Dan
Please see the signed contract
2 attached files:

Tap to Load Preview

Contract.PDF (92kb) >

On the scale of 1 - 10, how would you rate your shopping experience?

10

Omnichannel
Live Chat

Turn website browsing into buying by providing immediate answers to prospective customers. From prompting outbound questions to nudging customers down the sales funnel, to managing inbound customer service queries - Live Chat is a versatile tool that can deliver immediate ROI.
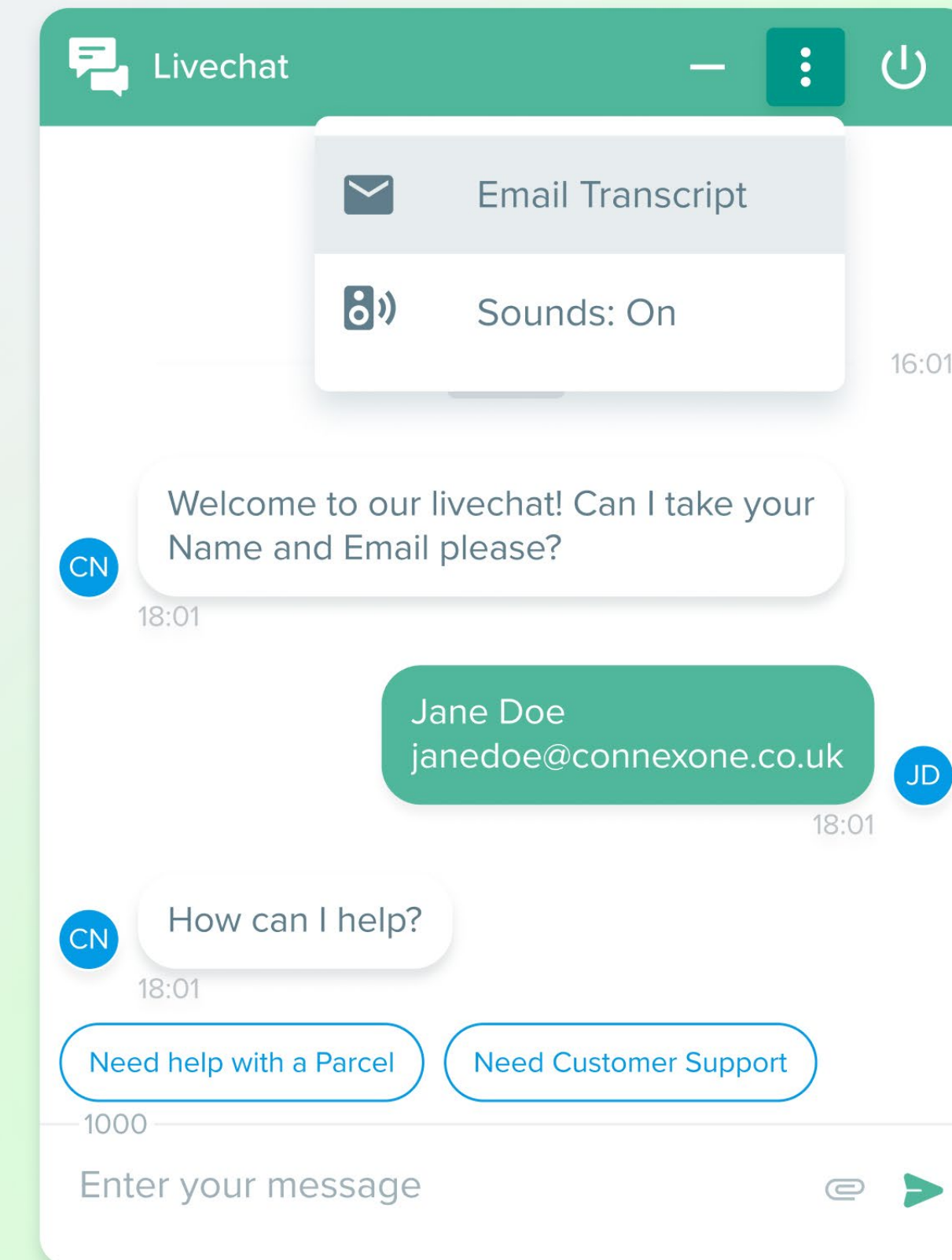
Lead Generation

Prompt conversations with outbound messaging. You have thousands of web visitors, isn't it time to say hello?

Customer Service

Manage inbound messaging with clever automated ticketing to route all queries to the right agent.

Athena Chatbot

Infinite availability to handle large volumes of everyday queries and free up your teams for high-value interactions.

Livechat

Email Transcript

Sounds: On

16:01

CN Welcome to our livechat! Can I take your Name and Email please?
18:01

Jane Doe
janedoe@connexone.co.uk JD
18:01

CN How can I help?
18:01

Need help with a Parcel   Need Customer Support

1000

Enter your message

Omnichannel
WhatsApp

Connect with up to 2 billion global WhatsApp users and make your business instantly more accessible.
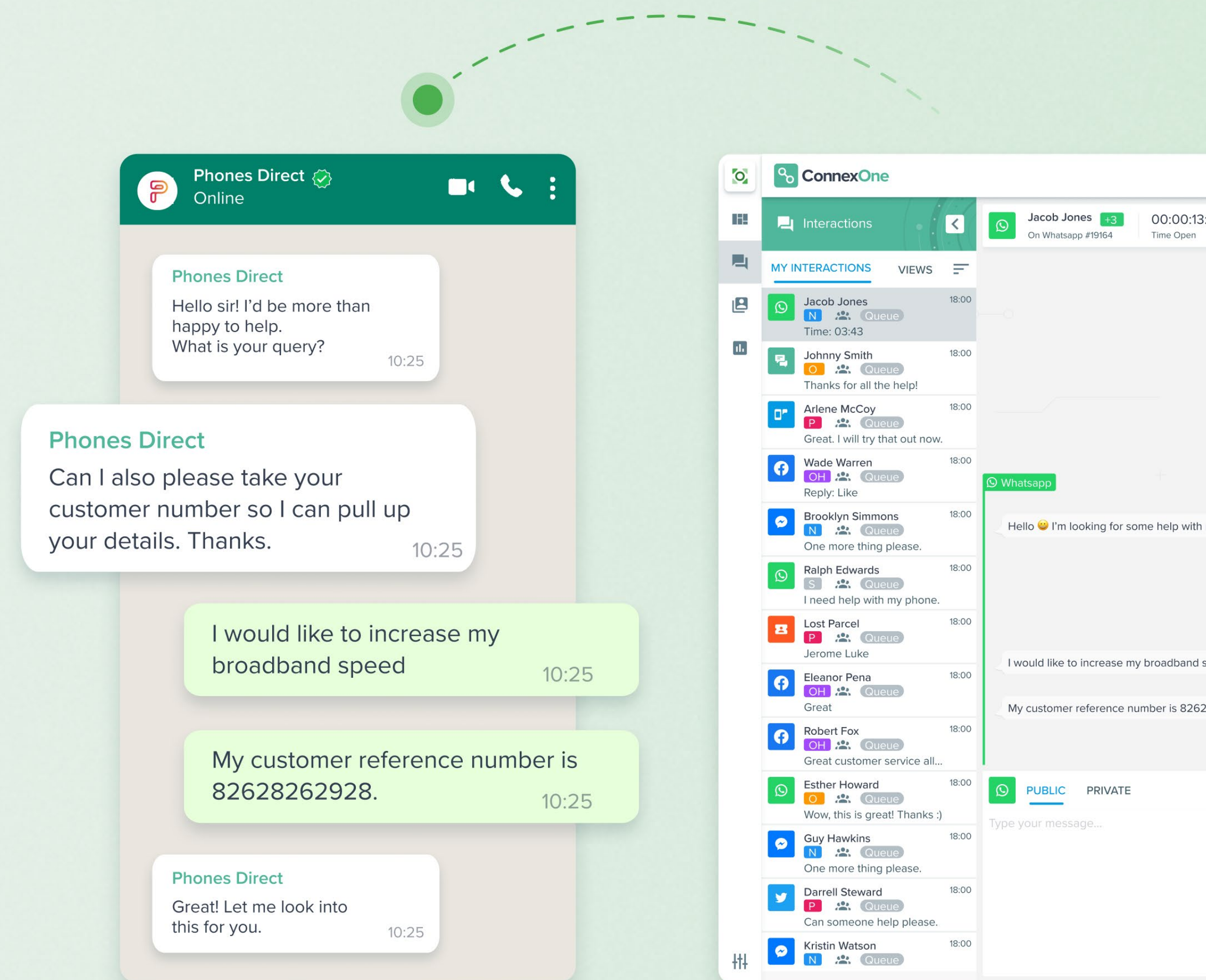
Secure Global Messaging

Enable your agents to respond to thousands of inbound messages and customer requests through your business' WhatsApp contact profile.

Integrate With Existing CX

Connex One enables seamless data flow between encrypted WhatsApp chats and our Existing CRM, API and Business Comms integrations.

Achieve 'Instant' Messaging

Assign custom SLAs for messages received via WhatsApp to ensure all queries are responded to promptly.

Phones Direct
Online

Phones Direct
Hello sir! I'd be more than happy to help.
What is your query?
10:25

Phones Direct
Can I also please take your customer number so I can pull up your details. Thanks.
10:25

I would like to increase my broadband speed
10:25

My customer reference number is 82628262928.
10:25

Phones Direct
Great! Let me look into this for you.
10:25

Overview • SMS • Live Chat • **WhatsApp** • Social Media • Email • Voice Services • PCI DSS • Flow

![ConnexOne logo] **ConnexOne**

Omnichannel
Social Media

For many businesses, Social Media is the cornerstone in their communication strategy. An Omnichannel solution can help to consolidate all your inquiries into one central point and distribute via social media platforms via posts, comments or direct messages and ensure maximum global presence.

Easily send documents, files, forms and links to your customers via social applications right to their mobile, tablet or desktop.

Public and private interactions
Respond to comments publicly or move conversations to the DMs for privacy

Inbound and outbound messaging
Reach out to customers who mention your brand and respond privately

Synchronised with CRM history
Link social media accounts to existing customer records with integrated CRMs

Twitter | Posts | DMs

Do you have any updates on my order.
12:30

Good Morning!
12:31

Messenger | Wallposts | **Facebook**

This is a great product!
18:10

We're glad you like it, the sale ends Monday!
18:12

Instagram | Comments | DMs

How much is this?
02:11

It's on sale, see link in our bio for our online store
02:12

Telegram

Is there any updates on release
13:40

We're planning to release this Summer.
13:41

Omnichannel
Email

Upgrade the way you email your customers. Connex One's interface will provide your team with detailed, actionable information about each interaction, from SLA and resolution status to private notes left by their colleagues during past conversations.

■ **Send Attachments**
Share images and links and request customer feedback

■ **Automate campaigns and send bulk messages**
Message thousands of customers in one click with email automation

■ **Skill based routing**
Skill based routing automatically assigning to the correct team

■ **Power up with SLAs**
Lower churn rate and increase response times with SLA timers

Email

JM	James Mildred	>
JH	Jonathan Hews	>
KD	Kieran Davies	>

ConnexOne

Omnichannel
Voice Services

Our state of the art dialer and VoIP technology allows your customers to connect with the right people at the right time.

Service larger volumes of customers and maximize CSAT scores. Reduce wait times, enable self-service IVR and automatically log all interactions within your CRM for one seamless customer experience.

Route calls the smart way

Save callers and users' time, create a smoother customer experience, and place your resources where they are most useful.

Proactive Technology

Leverage powerful algorithms to reduce wait time between calls and make it easier for your team to speak to available customers.

Athena AI ASR

From language to keywords, our Athena AI ASR node is trained to adopt any criteria you need to service inbound calls.

☺ Call Opening

☹ Positive
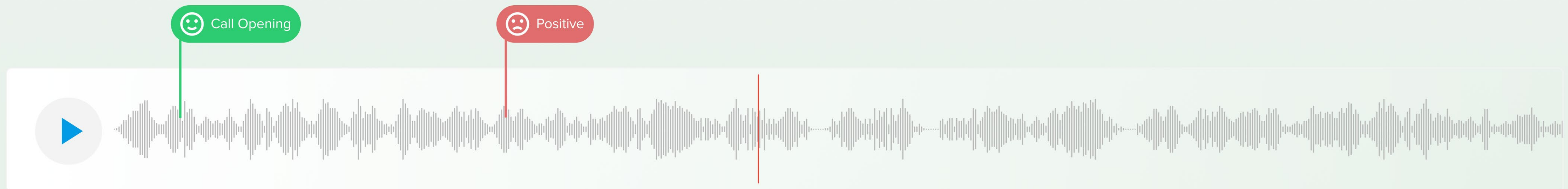
Omnichannel
PCI DSS

Agent Assisted Payments

Users can guide live customers through a payment within our secure interface with private data encryption. This facilitates extra levels of customer care and highly personalized customer journeys.

Live Chat Payments

Take self-service to another level with Live Chat Payments with the ability to analyze eCommerce reports made through Athena Conversational Bot.

Automated Speech Recognition

Enable your customer to talk to Athena AI, eliminating the need to for keypad-based data entry and vastly speeding up secure transactions.

ConnexOne

**** **** **** 8102
Description

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#
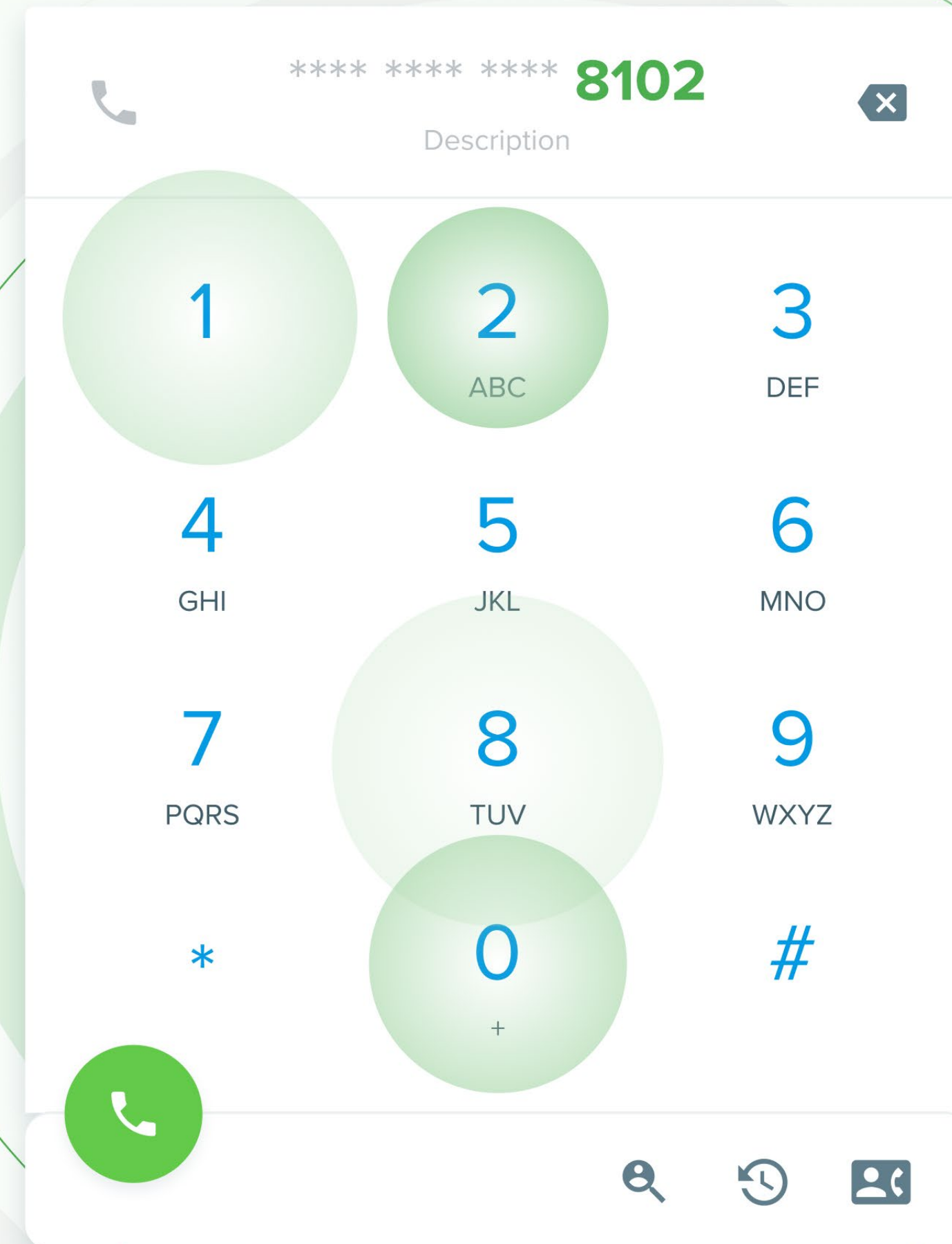
Omnichannel

Flow

Flow is our self-service solution to customer journey automation. Easily design each and every step of the customer's journey without writing one line of code. Seamlessly switch channels, sort questions, and build experiences that are so proactive and convenient every customer will feel like a VIP.

- **Drag and drop tools**
  With Triggers, Condition Nodes and actions you can build complex customer experiences in minutes.

- **Put the AI in Campaign**
  Allow Athena AI to send Questions via Live Chat and route customers to the right agent based on their responses.

- **Expert CX Optimization**
  Create follow-up Flow to automate lead management and aftercare. Automatically deploy CSAT surveys to better understand your customers.
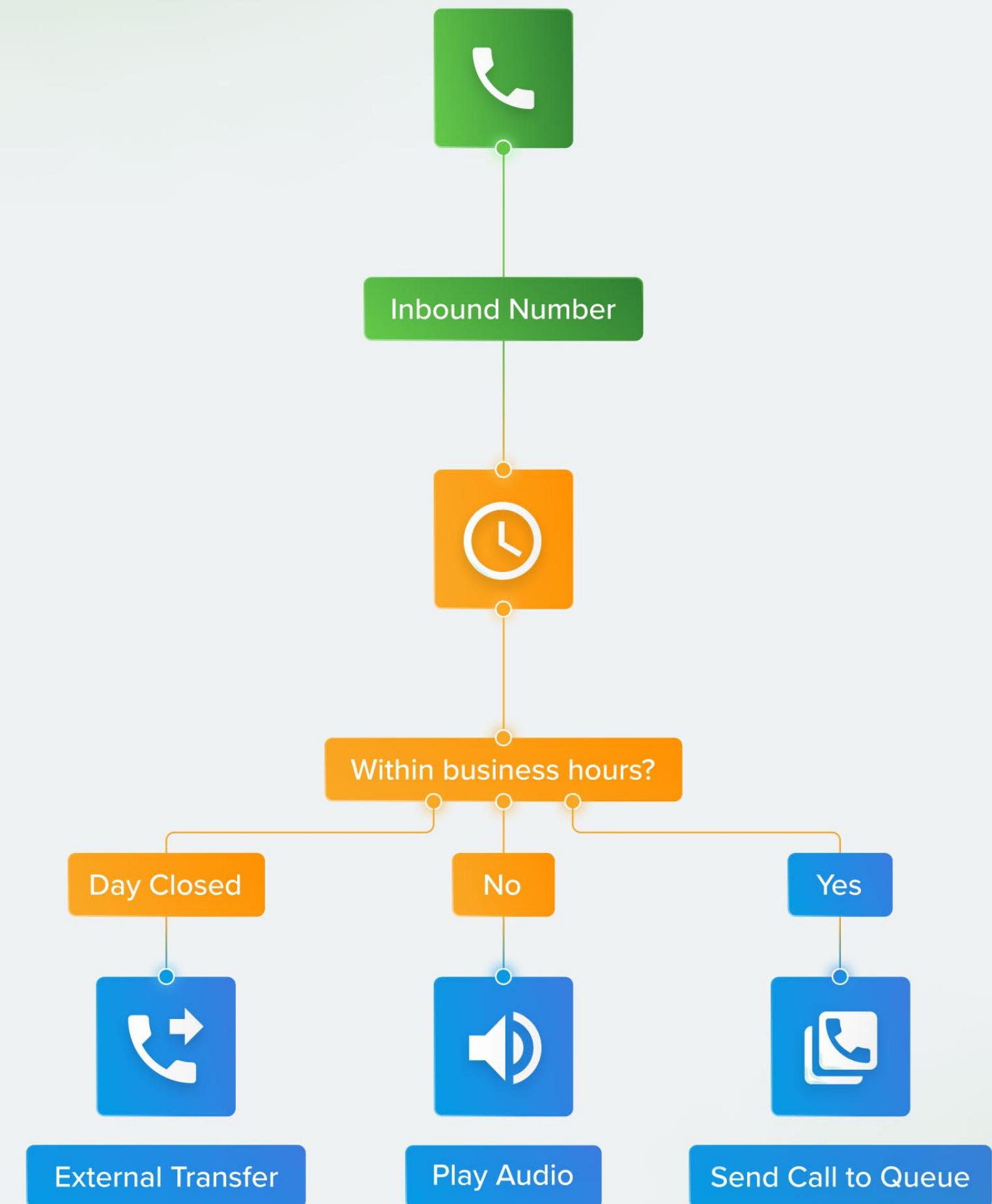
Inbound Number

Within business hours?

Day Closed

No

Yes

External Transfer

Play Audio

Send Call to Queue
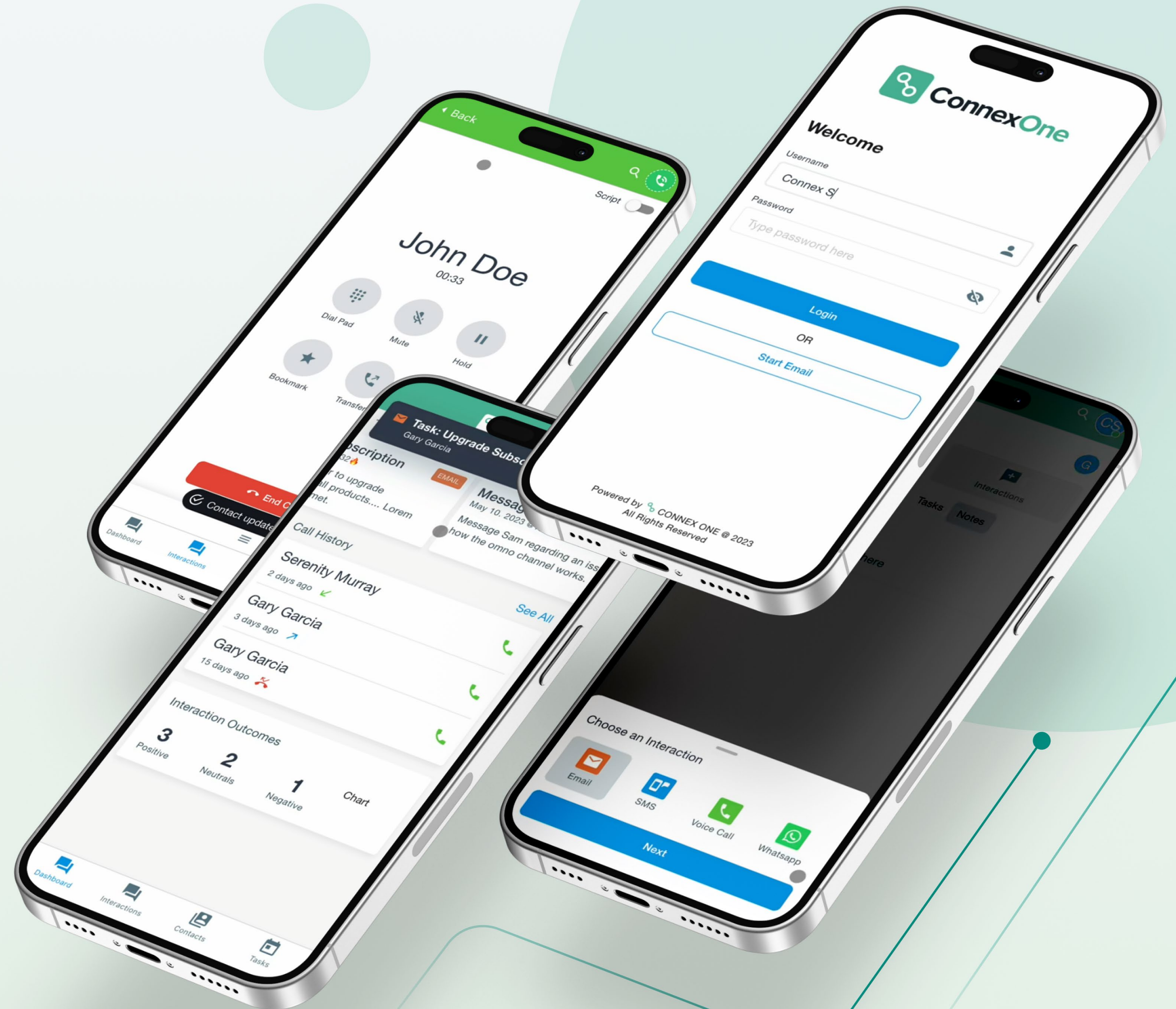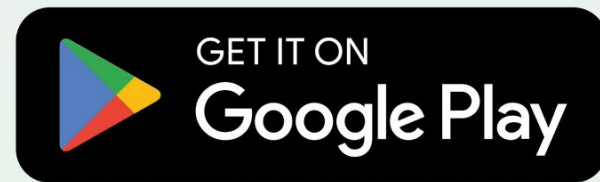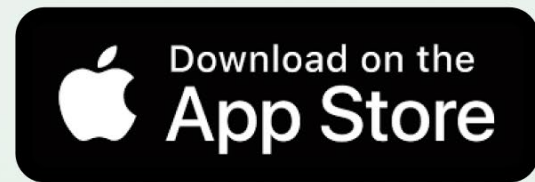
ConnexOne

Omnichannel | Dialer

Call, Connect, Convert

Watch Video

"Within 2 weeks of using Connex One dialer features, we transitioned from handling 3,000 calls a day to 10,000. That's a 233.3% productivity increase."

Rachel Ashton, Customer Service Manager, Gladstone Brookes

Today @

Call Ja
with d

Voice Call #34567

11 June 2020

5 Calls
Between 18:30
and 18:52

Current on a Voice Call

1 min

Guy Hawkins

Tag

O   -2h

Call Ended at 00:22

Wade Warren
11/10/12 @ 23:37
missed, delivery

12 notes

Hang up

ENDS IN 00:29:01

Sed di

Omnichannel | Dialer

It's your call

Increase Quality

Preview Dialer

Use your assets wisely. Connex One Preview Dial utilizes campaign optimization features to assign realistic targets to users, ensuring they balance call volume with quality customer service.

Predictive Dialer

Continually optimize your outbound call rate with clever call routing. Advanced algorithms predict the ratio of people who will pick up the phone ensuring there's always a live caller for your team to talk to.

Increase Volume

Click to Dial

Make every call count. Provide your team with background interaction history through intuitive CRM API technology to make educated, personalized, targeted calls.

Progressive Dialer

Connect with your customers swiftly. Our enterprise dialing system analyzes your data, automatically connecting customers to available users to maximize your workforce productivity.

Drive Success

SQL Dial

Build interactive SQL campaigns to manage and filter outbound call strategies. Specify the weight and priority of each rule and use drop in/out times to connect with data at specified times of the day.

Smart Q

The automated workflow builder enables the creation of intelligent interaction queues, allowing you to implement SLA targets across all interaction types and predict customer satisfaction levels

Intelligent Call Routing

All types of phone numbers can be added to route calls in (DIDs) or present on outgoing going calls (CLIP). There are a number of call routing options available.

Esther Howard
New! +3

Bob Smith
On Hold +13

Dan Baines
New +3

Martin Topping
On Hold +3

Ryan Collins

Available

Helen Jones
Open -3
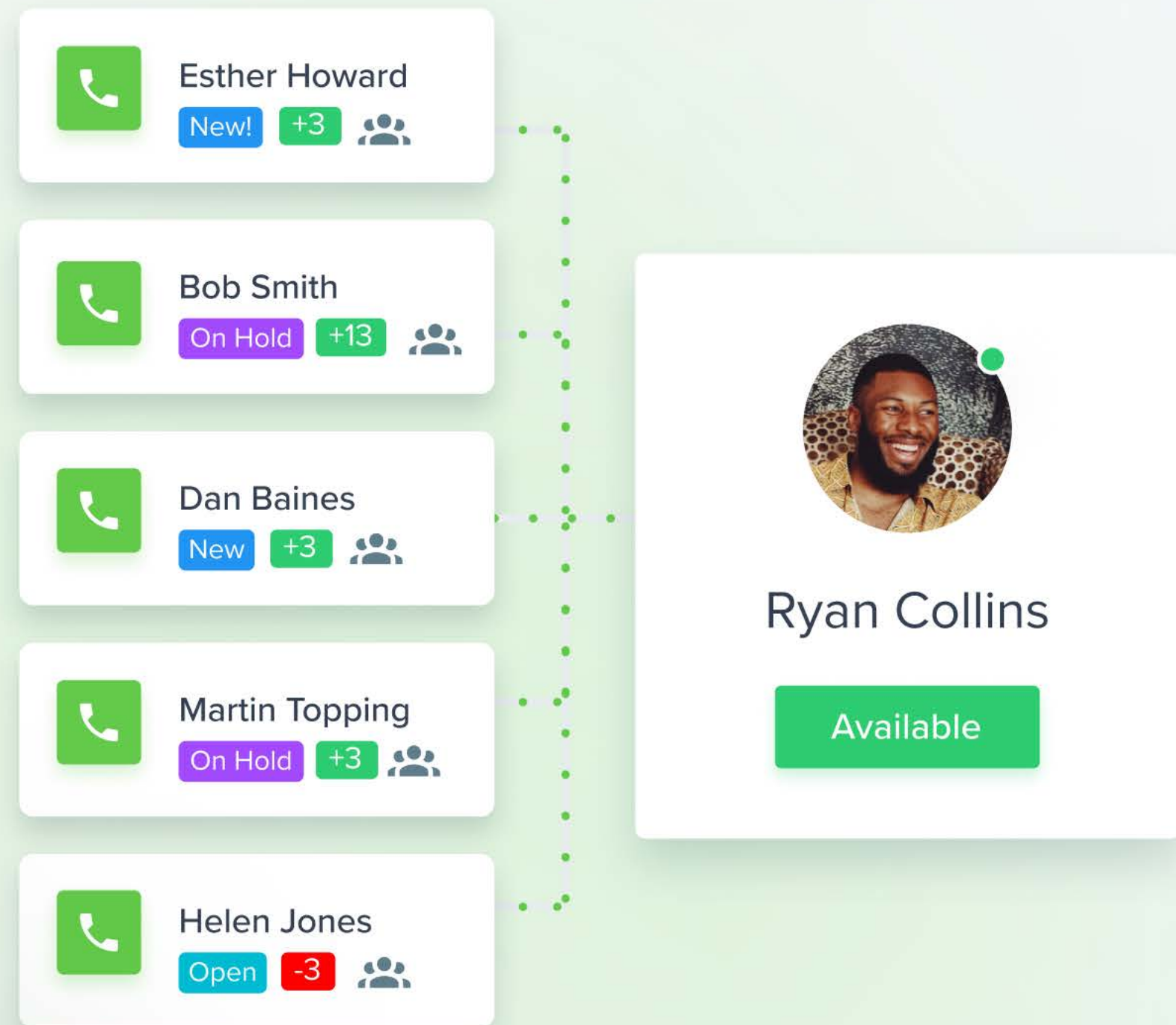
Extension

Each user will have their own extension and can have their own phone number assigned to it. Call forwarding on busy, recording and voicemail are additional options.

Intelligent Routing

Database lookups are performed on contacts to enable routing to same agent, a specific skill, most relevant department or any other function.

Ring Group

Extensions can be assigned to groups and configured to ring all or ring in order, the order can be configured.

Inbound Queue

Calls are held in a queue until a user becomes available, the call is then distributed to them automatically when they become available.

Conferencing

Setup private conference bridges for multiple users to dial into.

IVR/ACD

Setup private conference bridges for multiple users to dial into.

Voicemail

Each user can have their own voicemail box, when a message arrives it will notify the user by email

Omnichannel | Dialer

Power up your call

Pair up your teams with sophisticated call algorithms to make more, better targeted calls. Reduce wait times, deploy big SQL campaigns, and use our predictive dialer to see an instant boost in sales revenue.

- **Flow**
  Design every step of the customer's journey and build intricate sequences without writing one line of code.

- **Call Recording and Quality Management**
  Intelligent blending of AI and Human assessment, manage and group criteria to track patterns and trends across completed interactions.

- **Athena ASR IVR**
  Customer's queries and route them to the best suited User for faster resolution times. Our dialing features vastly reduce wait times and make for a smoother, more agile customer journey.

- **Insightful Speech Analytics**
  Speech Analysis and call recording give real-time insight into customer satisfaction.

ConnexOne

Currently on a Voice Call

Dialler

Type a Number
Description

Search all contacts

SEARCH

Contact Lookup

400 Items

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

JJ Jacob Jones (671) 555-0110

JC Jane Cooper (704) 555-0127

MM Marvin McKinney (505) 555-0125

GH Guy Hawkins (480) 555-0103

KM Kathryn Murphy (808) 555-0111

CF Cody Fisher (302) 555-0107

ConnexOne
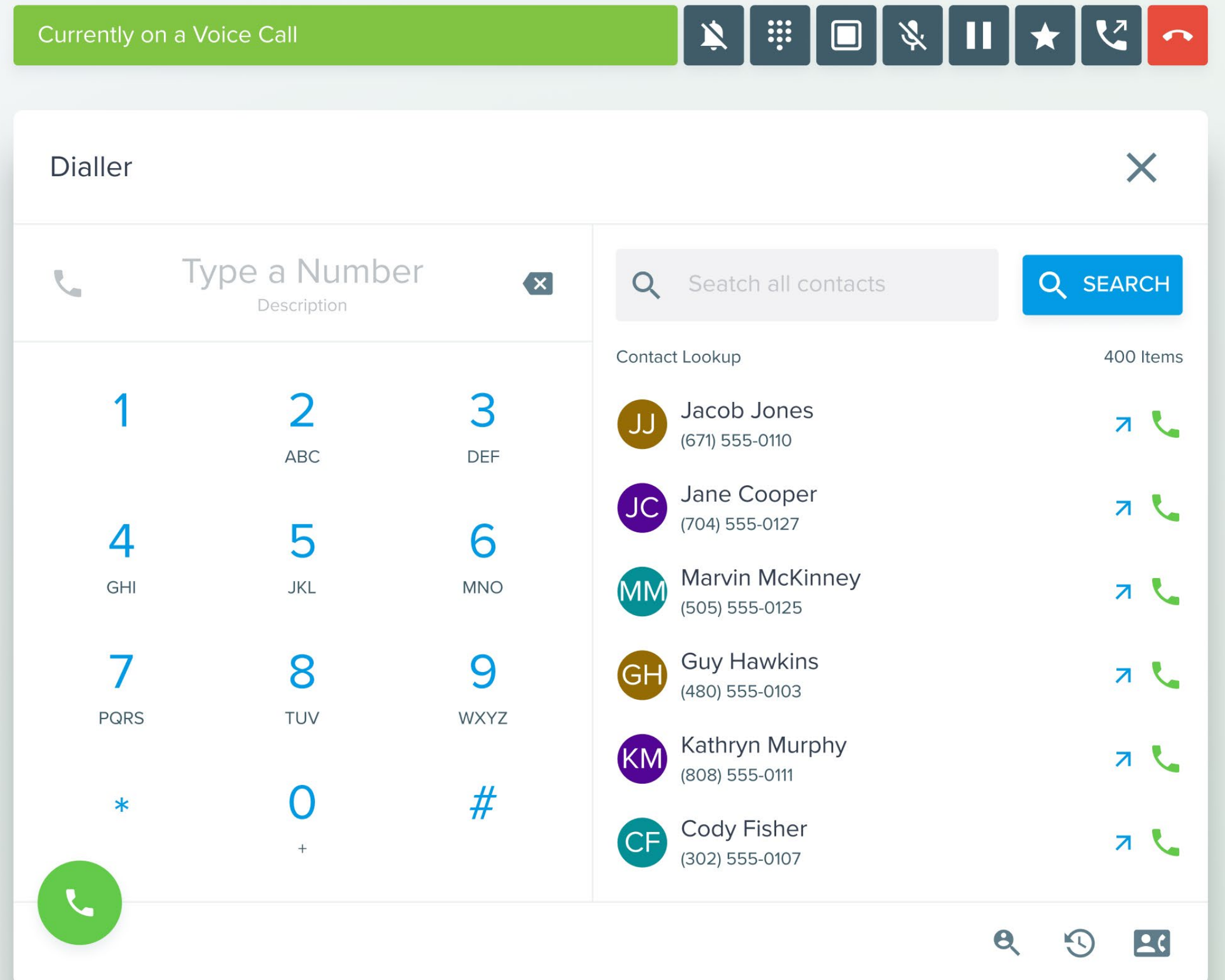
Form Builder

Craft incredible user journeys

Watch Video

Page 1 of 1

Text Input

Dropdown

Switch On/Off

Name

Jennifer Marshall

Contact Time

Contact Hours

Opt in for Marketing

"100% uptime in 7 years, and we've also seen our Contact Rate in outbound improve by 26%. This has enabled an increase in appointments and sales revenue."

Harry Laud, Operations Manager, Everest

Everest
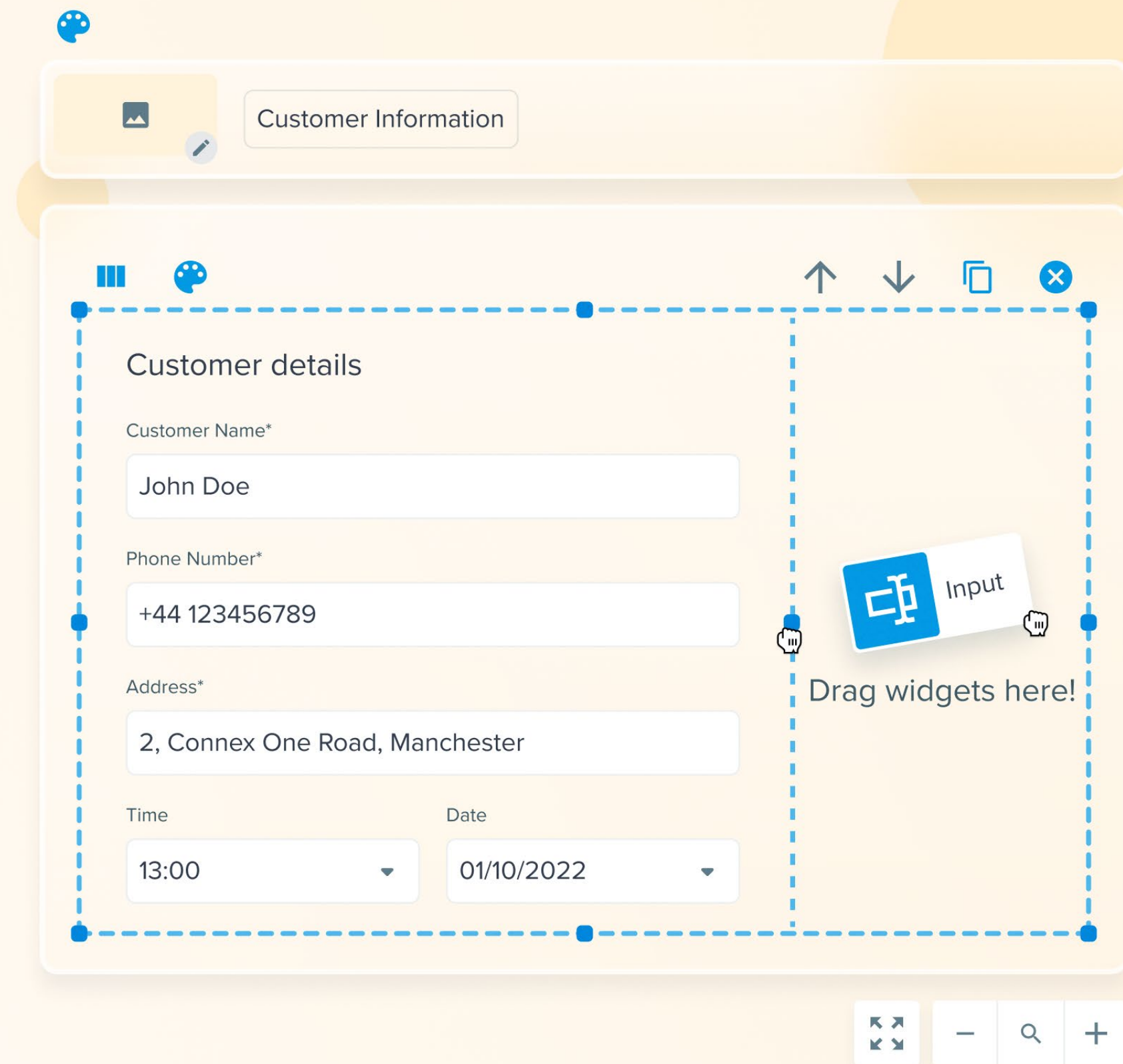
Form Builder

Script Building

Easily create dynamic online forms with a user-friendly design canvas, drag-and-drop controls, and advanced business logic. Save time and reduce errors by collecting the right data at the right time with conditional formatting and validation rules. With no need for code, the only limit is your imagination.

Gather all the information you need from the start, whether you're qualifying a lead or generating a quote.

Information capture has never been easier. Ensure your teams stay on brand and have productive conversations with the right customers by creating and rolling out a script within minutes.

Script Building • Pricing Matrix • PDF Builder

Product
🛒 Mars Bar ⋮

⚡ And

Container 1 ✕

Input
⬛ Colour | Blue ⋮

Outcome
🏁 Subtract fixed percentage | 10% ⋮

⚡ And

Container 2 ✕

Input
⬛ Size | XL ⋮

Outcome
🏁 Subtract fixed £ | £1.50 ⋮

Form Builder

Pricing Matrix

Use Flows to create orders for your e-commerce business. Link products to categories and automatically update the stock-keeping unit (SKU) total after a sale.

Form Builder product rules allow you to automatically adjust prices and quantities of Shopping Cart products and basket totals whenever a condition is met. For instance, you could create a rule that applies a discount when a voucher is added, changes the price of a food item based on its size or topping, or add a free product if the total order is above a certain amount.

Script Building • **Pricing Matrix** • PDF Builder
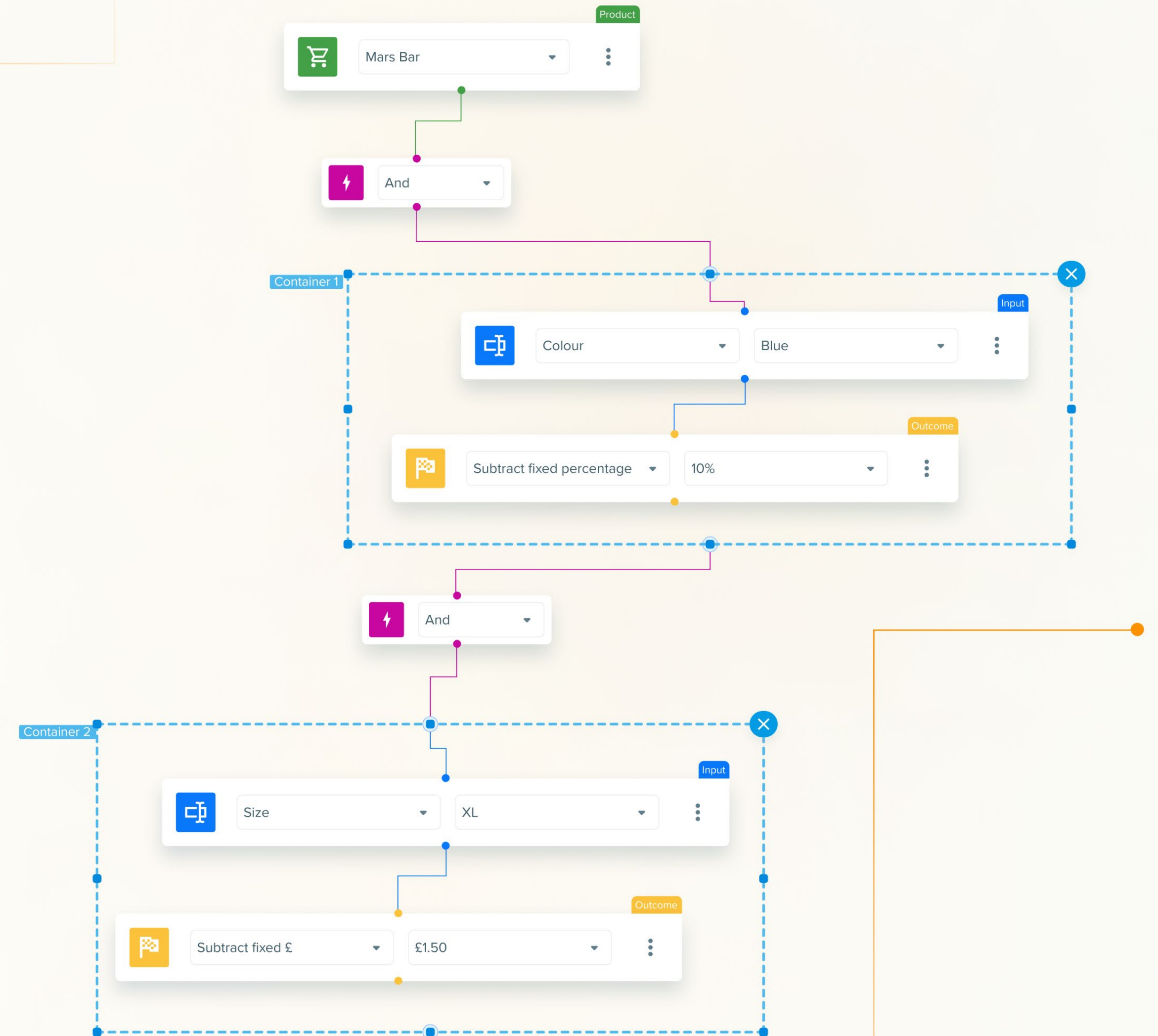
Form Builder

PDF Builder

PDF Builder provides you with a user-friendly solution for creating and customizing PDF templates. With an intuitive drag-and-drop interface, you'll have options to add text and images as well as a whole host of custom fields. Our clients love using PDF Builder to create anything, from invoices and contracts to bespoke email templates.

Completely personalized

With our user-friendly interface, the limit is your imagination: build any type of PDF to match your brand and business needs

Acquisition data

Not only can you speed up the time it takes for a customer to get a response, but you can also respond with precision by knowing exactly what they need.

Improved customer experience

Give your customers exactly what they want, faster than any competitor.

Script Building • Pricing Matrix • **PDF Builder**

ConnexOne

Powerful integrations

At Connex One, we've made it our mission to make integrating our platform as user-friendly as possible. Select from dozens of popular apps in our Marketplace or build custom routines to suit whatever workflow you want. Enjoy our no-hassle approach to integrations, whether you're taking payments or managing projects.

ACS CRM	**aryza** CRM	**Brilliant** CRM	**Dashboard Builder**
Agent Assisted PCI	**Athena ASR** CRM	**Calabrio** CRM	**Debtrak** CRM
Amazon Connect	**Azure Active Directory SSO**	**Clickup** CRM	**Dynamics 365** CRM
Andromeda CRM	**Bitrix24** CRM	**CRESTA** Cresta CRM	**Dynamics 365 Channel**

EasyTrack CRM	**Freshsales** CRM	**Google SSO** CRM	**Intellio** CRM	**MS Teams** CRM	**Pipedrive** CRM	**Routines** CRM
Eckoh CRM	**Freshsales CTI** CRM	**HubSpot** CRM	**LeadByte** CRM	**Muuvo** CRM	**POWWR** CRM	**Sage CRM** CRM
FLG CRM	**Fuse CRM** CRM	**HubSpot CTI** CRM	**LeadSquared** CRM	**NICE IEX** CRM	**Quality Management**	**Salesforce** CRM
Form Builder CRM	**Gamification** CRM	**Injixo** CRM	**Marin** CRM	**Payment IVR** CRM	**Ropto** CRM	**Salesforce CTI** CRM
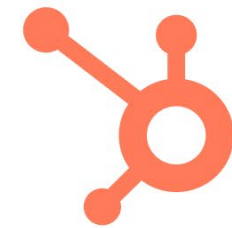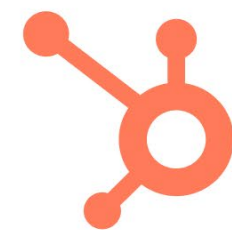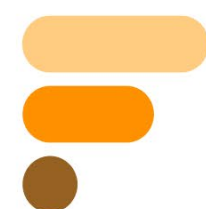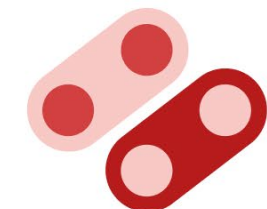
SFTP CRM

Simplicity CRM

TIA CRM

Zoho CRM

Marketplace

Seamless Integrations

- **Cross-channel compatibility with CTI Toolbar**

  Use our computer telephony integration (CTI) toolbar and get the full range of Connex One Omnichannel features and interact with each record from within your CRM.

- **Go further with Routines**

  Select from variable triggers to build and send custom payloads to any desired endpoint.

- **CRM Integration**

  Use data from a contact or an interaction to automatically update records in real time.
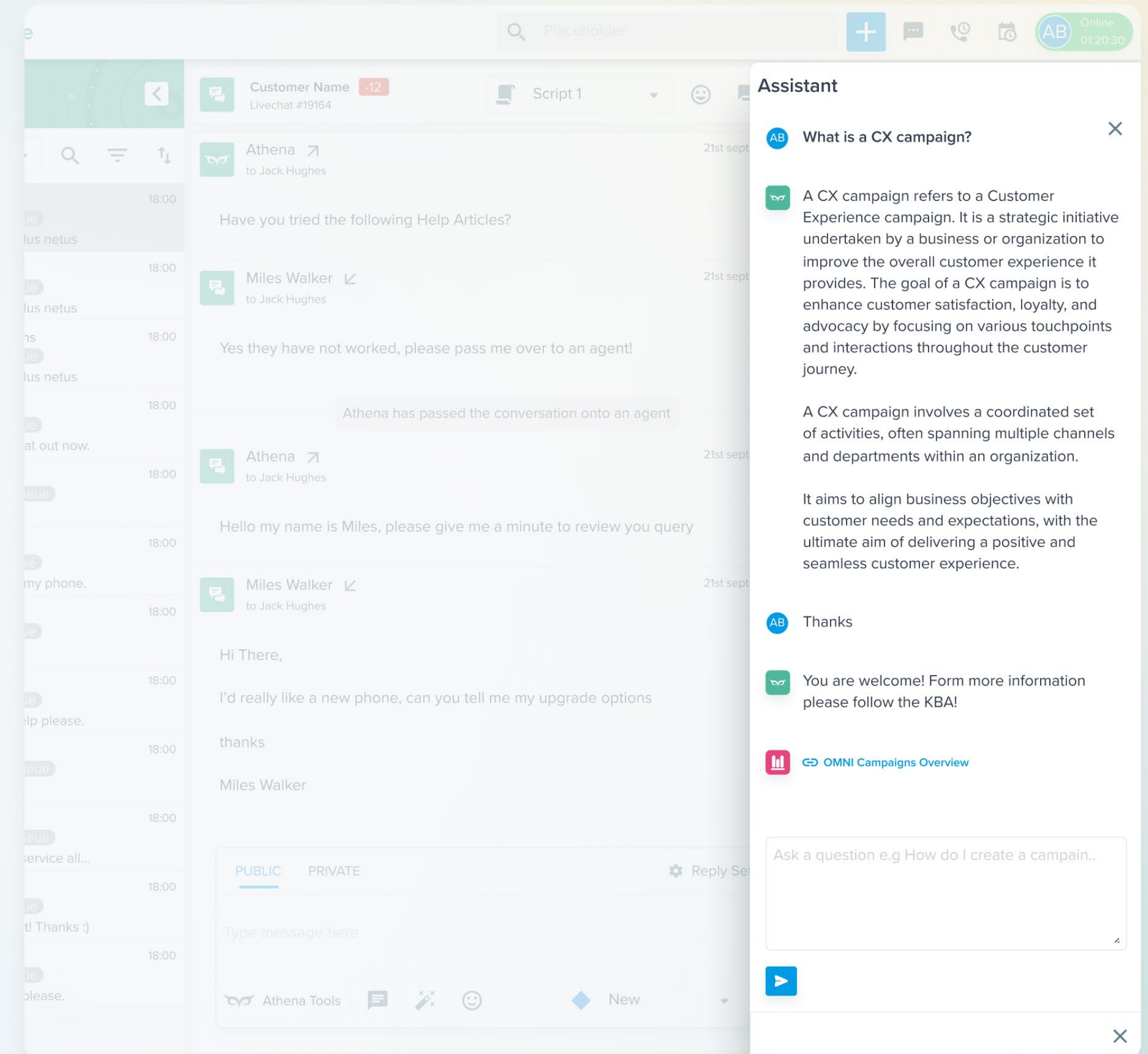
Professional Services

Shaping the future of Customer Experience

Professional Services

Secure Remote Working

At Connex One, we've made it our mission to make integrating our platform as user-friendly as possible. Select from 100s of popular apps in our Marketplace or build custom routines to suit whatever workflow you want. Enjoy our no-hassle approach to integrations, whether you're taking payments or managing projects.

Hosted Telephony

Create a VPN from our data center to your site with a secure connection.

Whitelisted IPS

WhItelist your user's IP* to enable remote working.

Static IP

Configure static IP to access firewalls.

Cloud-based Software

Create a password-protected secure link from your VPN to our platform.

SSO Login

With single-sign-on login, use any of your favorite accounts to access our platform.

Multi-factor Authentication

Add an extra layer of security with multi-factor authentication.

Jennifer Marshall

5 Day Streak

Stats

Sentiment Score

62.3 ↗ 1.2

Overall Score

Esther Howard
New!

Interactions Outcomes

9 of 15   **9** Positive   **1** Neutral   **2** Negative

![ConnexOne]

Continually Adding Value,
A Technology Partnership Built To Last

Cloud Technology

Our resilient system is protected with multi-layered failover and disaster recovery to ensure high-speed performance and reliability, with minimal downtime.

Fully Scalable

The Connex One platform is made to grow, in agent numbers, and in global scale too! Our systems and support will be right there with you whether you have 10 or 100,000 users.

Secure & Accredited

When dealing with oodles of data, and sensitive information, it is paramount that you can trust your provider to maintain a robust and secure platform. The integrity and security of your service and data is our top priority — along with achieving successful campaigns.
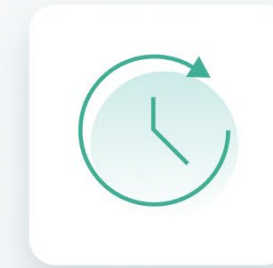
99.999% Uptime

We offer a 99.999% server uptime option for clients with high levels of engagement, so your agents can provide the same high-quality service, no matter how busy.

ConnexOne

Professional Services

Onboarding and Roll Out Plan

Scope Meeting

Introduction to your dedicated project team where they will collect all information and confirm exactly what is needed for the build e.g. users status, build teams, set gamification and analytics features.
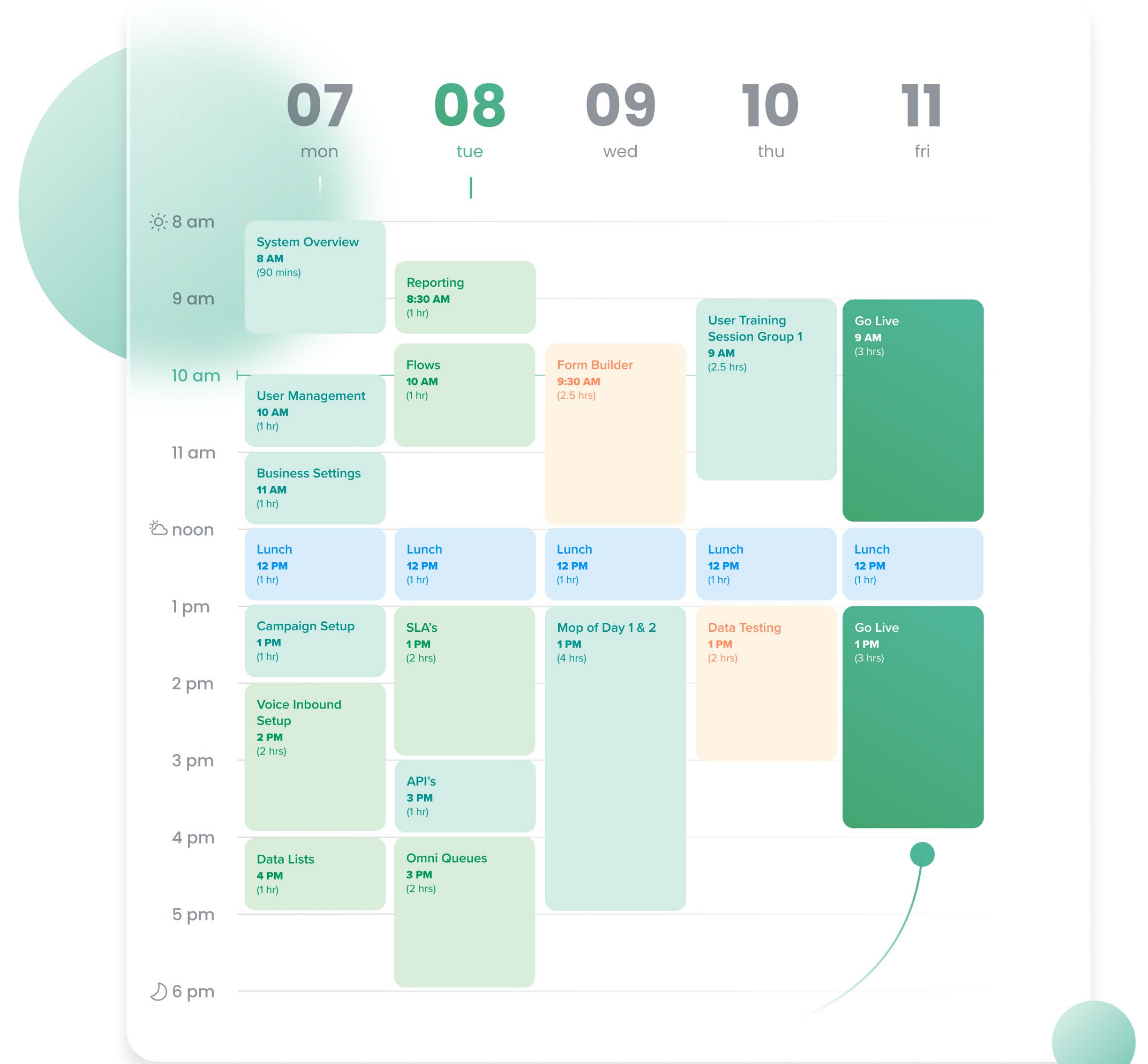
System Set Up

Systems build complete based upon information collected at data gathering meeting; configure ips, build servers, secure the platform.

System Configuration

When onboarding with Connex One, we ensure that our clients are comfortable with all aspects of our system by providing thorough training and responding to all requests for further information.
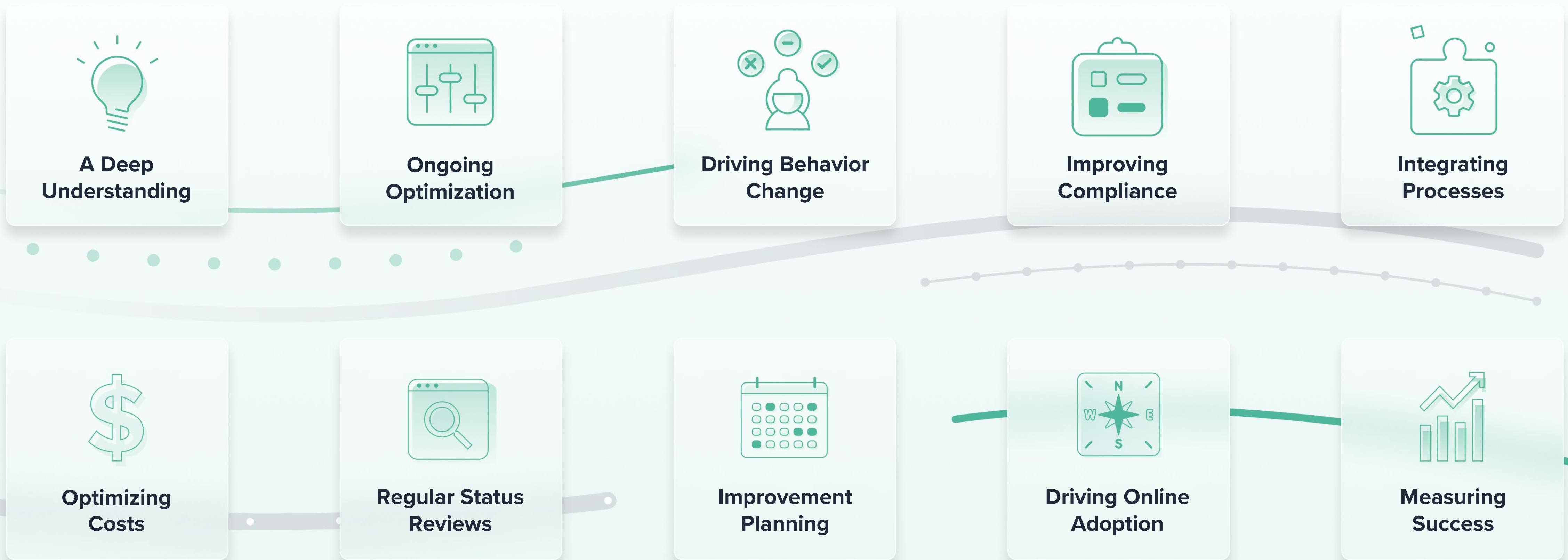
Training & Roll Out

We hold user group work-shops on site at client premises.

	07 mon	08 tue	09 wed	10 thu	11 fri
8 am	System Overview 8 AM (90 mins)				
9 am		Reporting 8:30 AM (1 hr)		User Training Session Group 1 9 AM (2.5 hrs)	Go Live 9 AM (3 hrs)
10 am	User Management 10 AM (1 hr)	Flows 10 AM (1 hr)	Form Builder 9:30 AM (2.5 hrs)		
11 am	Business Settings 11 AM (1 hr)				
noon	Lunch 12 PM (1 hr)	Lunch 12 PM (1 hr)	Lunch 12 PM (1 hr)	Lunch 12 PM (1 hr)	Lunch 12 PM (1 hr)
1 pm	Campaign Setup 1 PM (1 hr)	SLA's 1 PM (2 hrs)	Mop of Day 1 & 2 1 PM (4 hrs)	Data Testing 1 PM (2 hrs)	Go Live 1 PM (3 hrs)
2 pm	Voice Inbound Setup 2 PM (2 hrs)				
3 pm		API's 3 PM (1 hr)			
4 pm	Data Lists 4 PM (1 hr)	Omni Queues 3 PM (2 hrs)			
5 pm					
6 pm					

Strategic Account Management

Continually adding value

A Deep Understanding

Ongoing Optimization

Driving Behavior Change

Improving Compliance

Integrating Processes

Optimizing Costs

Regular Status Reviews

Improvement Planning

Driving Online Adoption

Measuring Success

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