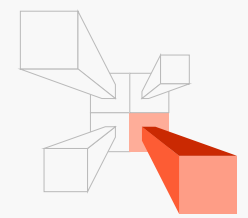


strategise  
digitise  
globalise



digital.

# we fuel your business transformation for digital age



Transformation  
strategy  
Optimisation Vs.  
growth

Business process  
analysis and adoption  
for digital age

Customer  
experience and  
consumer  
behaviour analysis

Digital tools  
Design & development  
Cloud solutions and  
services

Digital products and  
process consulting,  
implementation.  
Solution and partner  
recommendations  
and management

Long-term IT  
strategy to  
address Industry  
transformation  
and challenges

# Customer experience management solutions

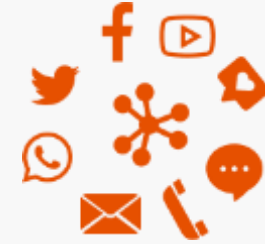
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Solution we offer together our partner



## Ameyo Fusion CX

First Ever  
360° Customer Experience  
Platform

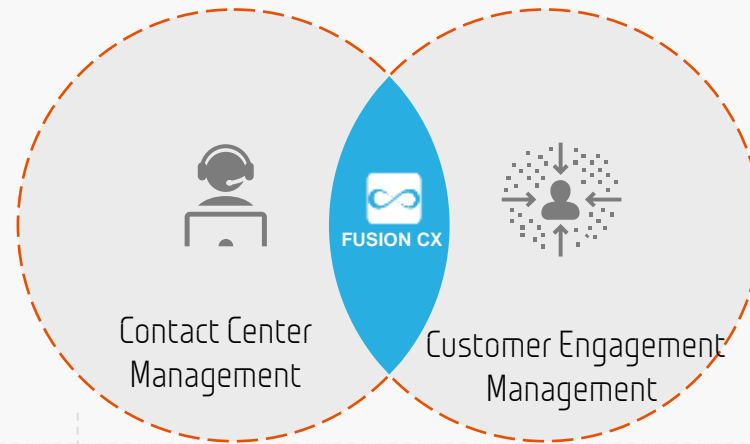


## Ameyo Omni

Future Ready  
Omni channel Contact Center  
Software

# An industry first solution based on 3 pillars of customer experience

# Ameyo Fusion CX



## Know Thy Customer



360° View of Customer Across All Channels



Customer Intelligence and Machine Learning



VoC (Voice of Customer)

## Total Accountability



Front Office / Back Office Accountability



Real Time Monitoring



Business Rules

## Employee Empowerment



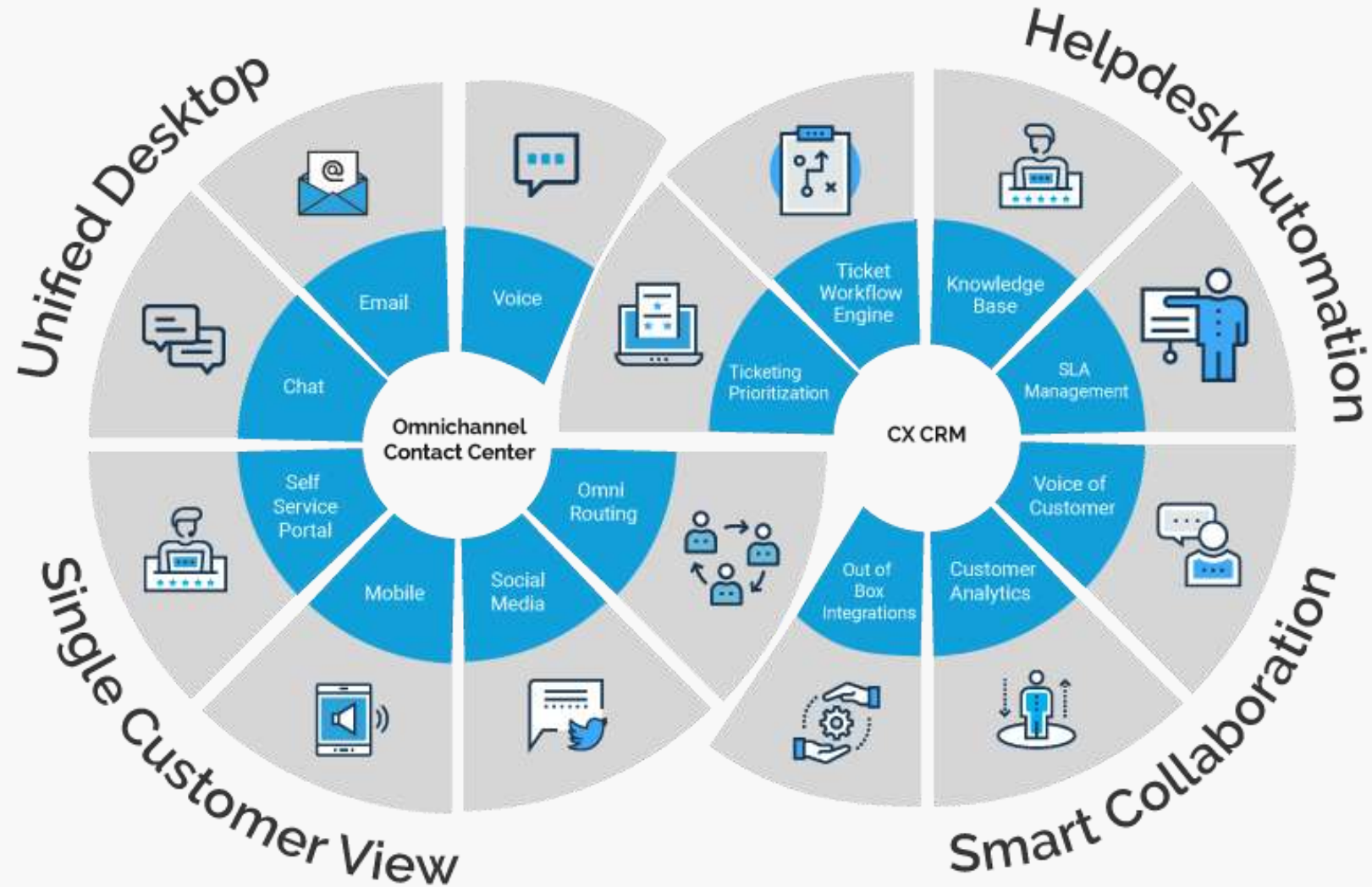
Training Need Identification



Unified Agent Desktop



Knowledge Base





## All in One

All in one,  
yet Modular



## Scalable

Linear  
Scalability



## Multisite

Central Management with  
Distributed Call Center



## Configurable

One Platform – Multiple  
Business Solutions



## RAD Tools

Rapid Application  
Development through a  
Low cost resource model



## Open

Zero dependency on  
Third Party Licenses



## Extensible

Faster Time  
to Market



## Multi Tenant

Single Infra-Multiple  
Customers



Self Service ( IVR/Bots)



Voice, Chat, Mobile, Email, SMS,  
Messaging, Bots



Social



Quality Monitoring



Intelligent Routing



Customer Analytics



CX CRM



Case Management



Feedback



VoC



Unified Desktop



SDK



Flexible Mode of  
Deployment



Scripting



BI



SLAs



Connectors





## Employees

- Reduce “data searching” time by 90%
- One screen with all information to manage customer queries with ease.
- Customer Intelligence available to manage customers effectively



## Operations

- Get escalations instantly
- Dashboards and Reporting made Easy
- Create Business Rules with Ease for Interactions, Escalations and Cross-Sell
- Reduces Cost with Automation through Chatbot



## IT

- On-Premise and Private Cloud Models Available for Deployment
- 24x7 Support
- Industry Best Project Management Practices and Hand Holding for deployment
- Pre-Built Connectors, Open APIs and SDKs, RAD Tools



## Management

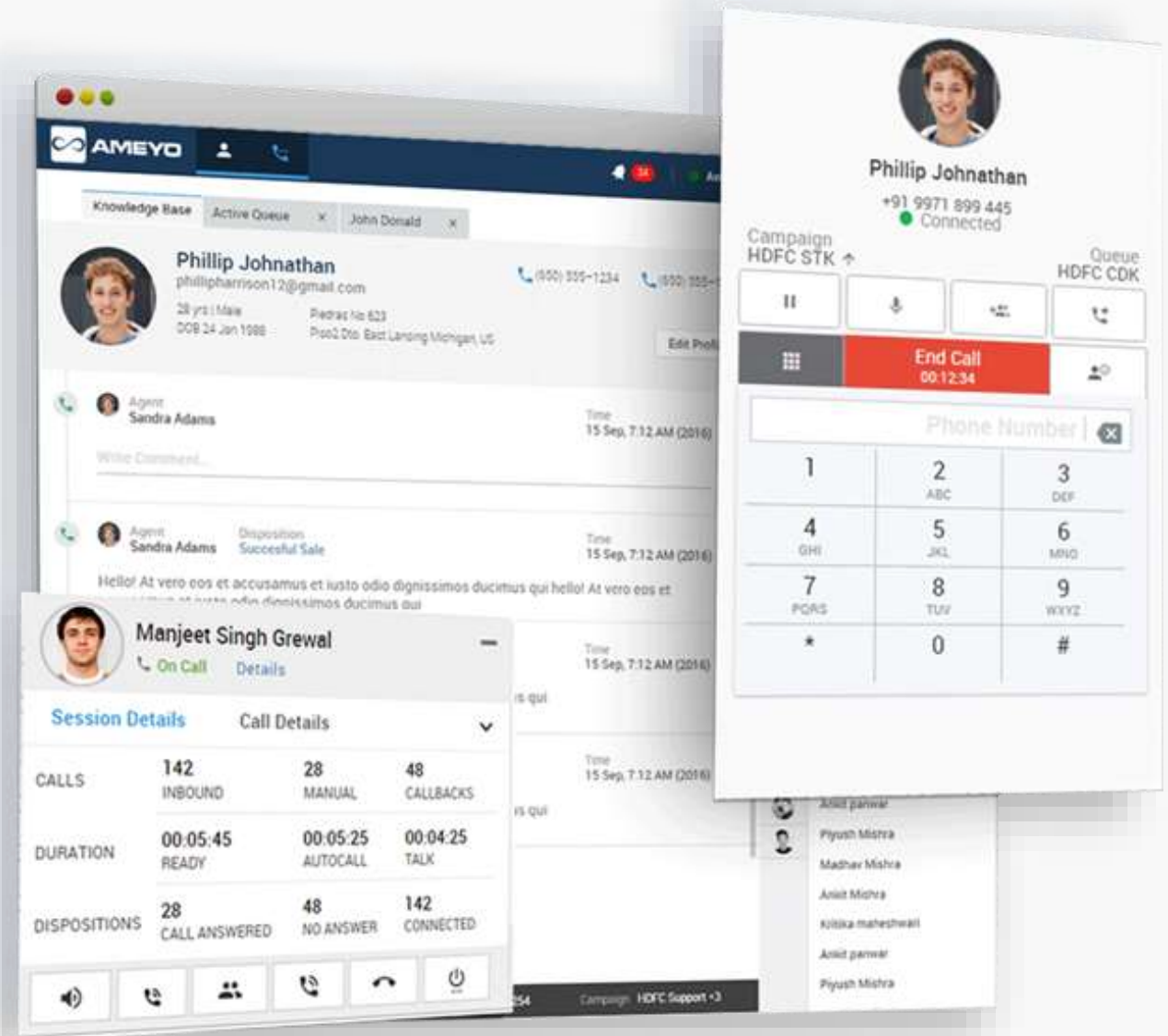
- One Stop Solution
- Single view of all CX Operations
- Launch new CX Programs with ease

Aligning the organization to improve customer experience...

# Simplify Omni channel conversations with the modern contact center suite

## Ameyo Omni

Creating powerful, intuitive  
Omni Channel conversations  
between Agents and Customers





## Ameyo Omni

### True Omnichannel Interactions

Unify Inbound & Outbound cross channel interactions to drive intelligent and contextual customer communication

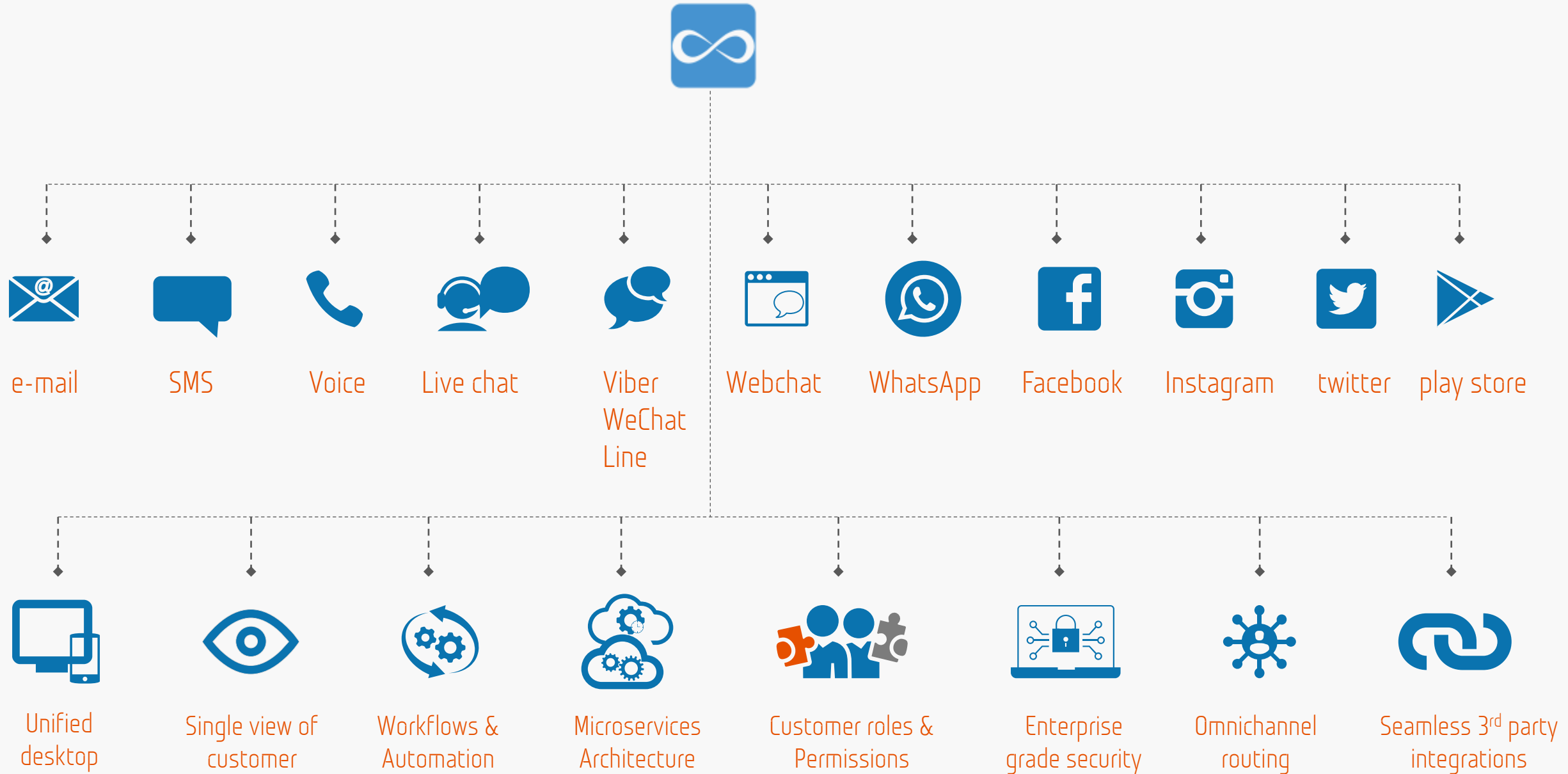
### Workforce Empowerment

Intelligent representation of customer conversation & interaction data, helping agents to effectively engage customers

### Measure what matters

Monitor Agent / channel performance effectively and get actionable insights to align business operations with business goals

# Engagement to Excellence – A platform for your customer excellence





Call recording



Customer feedback



Configurable hold music



On call options



Click-to-call



Actionable Interaction listing



Web RTC



Call disposition



Automatic call distributor



Skill based routing



Live monitoring & Dashboard



Reply via any media



Conversation resolvers



Missed Chat / call solutions



Forced logins



Call waiting options



Canned messages



Enhanced skill routing



Dispose & dial



Office hours module



Interactive voice response



Contextual linking for chat / call



Knowledge base



Manage interactions with filters



Prioritise interactions



Interaction designer



Computer telephony Integration



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+91 997 20 14 064

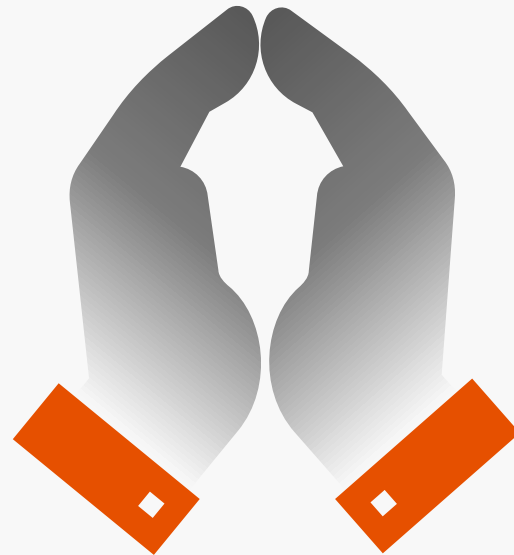


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