

XIMA AI + ChorusCX

Optimise Your Workforce & Drive Customer Service Excellence

XIMA and ChorusCX have joined forces to deliver an advanced suite of AI-powered contact center tools that integrate AI-powered automation, real-time intelligence, and seamless customer engagement - all designed to optimize your workforce and enhance customer service levels.

AI-Driven Features Designed to Transform the Customer Experience

- ▶ **AI Messaging Chatbot:** Engage with customers easily via SMS, WhatsApp, and webchat while ensuring real-time intelligent responses.
- ▶ **AI-Driven Outbound Dialer:** Automate outreach campaigns, optimize call scheduling, and prioritize leads intelligently.
- ▶ **Speech Analytics & Reporting:** Use bespoke reporting to analyze customer sentiments, track trends, and minimize compliance risks through historical and real-time insights.
- ▶ **Workforce Optimization:** Evaluate agent performance and pinpoint both training needs and operational inefficiencies.
- ▶ **Workforce Management:** Leverage AI-driven forecasting, scheduling, and real-time adherence tracking to maximize productivity.
- ▶ **Real-Time Agent Assist:** AI driven coaching and guidance to improve agent efficiency and customer experience.

What Next?

Schedule a demo and see how XIMA AI and ChorusCX can bring greater customer engagement and agent efficiency to your contact center.

How Your Business Operations Will Benefit:



Enhanced Customer Experience (CX): Improve customer engagement and satisfaction while reducing agent workloads.



Optimized Efficiency: Use AI to refine labor resources and boost operational efficiencies.



Actionable Insights: Identify key pain points, recognize agent performance trends, and uncover training needs.



Enhanced Conversion Rates: Increase customer engagement and drive conversion rates to new heights.



Better Service Levels: Streamline operations to deliver unparalleled service.

A Leading Partnership in Business Communications

XIMA and ChorusCX bring you the best of both worlds by merging XIMA's AI-powered suite with the comprehensive cloud communication solutions offered by ChorusCX. This transformative CX AI platform complements the ChorusCX Managed Services portfolio including UCaaS, CCaaS, Call Security and connectivity solutions.