



## Customer Engagement (CE)

Our Customer Engagement (CE) team is wholly focused on transforming your customer's experience by leveraging the power of contact center solutions to proactively anticipate and address their needs across all channels. We take an agile approach to our CE engagements, looking for ways to deliver value quickly to the organization all the while building a foundation that transforms your customer experiences.

---

***Today's increasingly sophisticated customer requires you to create engaging experiences at every step of their customer journey.***

---

Online holds preferred partner status with a number of leading contact center and customer experience platforms.

Our team collectively boasts over 175 years of experience across these platforms and holds dozens of platform specific certifications.

# online

business systems

### Our Partners



## Our Services



**Contact Center Consulting** - Over the last decade contact centers have evolved to become a central hub for customer interactions. Using advanced technology solutions, our team helps clients maximize and extend the value of their existing contact center investments to create a true omni-channel engagement platform. We provide a range of services including:

- > Digital Engagement Strategy & Planning
- > Contact Center Modernization
- > Contact Center Health Checks
- > Cloud Contact Center Migration and Implementation
- > CRM Integration & Helpdesk Integration, and others



**Conversational AI** - It has become essential for organizations to expose self-service channels into their customer experience programs. Conversational AI makes self-service possible. Using an advanced developer toolkit, our team can create Conversational AI experiences in a matter of days and have the integrated and accessible by your clients quickly. Our Conversational AI services include:

- > VRs and Chatbots
- > Directed Digital Assistants
- > Natural Language Knowledge Bots
- > Integration to Mobile and Web Applications



**CE Managed Services** - Managing your customer experience is critical and needs constant care and monitoring. Our CE Managed Services provide our clients with a flexible way to do just that. Working as an extension of your team, you benefit from the expertise of a highly trained team who will continually invest in your solutions, based on your support and enhancement needs. Our Managed Services include:

- > Omni-Channel Conversational AI
- > Managed Contact Center as a Service (CCaaS)
- > Managed Communication Platform as a Service (CPaaS)

### Contact:

Online Business Systems  
1.800.668.7722  
info@obsglobal.com

## About Online Business Systems

Founded in 1986, Online is an established Digital Transformation and Cybersecurity consultancy. We empower enterprise customers across North America by enhancing their competitive advantage with improved business processes and secure information systems. We guarantee results through our technical skills, our business processes, and change management expertise.