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Alvaria CXP™

The Alvaria CXP platform helps organizations simplify the development and deployment of automated customer contact interactions. Protect your investment all while improving the customer experience.

The Alvaria CXP platform toolset supports the entire self-service interaction lifecycle from design to deployment to application tuning for all automated customer engagement channels including IVR, mobile web applications, interactive text response channels like chat SMS, and social media messaging. Alvaria CXP reduces the complexity of delivering sophisticated self-service applications while significantly improving the customer experience – enabling enterprises to provide more value across more communication channels at lower costs. Alvaria customers have reported up to 50% savings in development and 80% savings in deployment and maintenance.

(Circular diagram: Alvaria CXP™ — analyze, design, develop, document, test, deploy, report)

Tailor the Customer Experience

Tailor the customer experience with customizable options to suit their channel preference, while adapting to their language of choice, input mode, speech patterns, speech speed/variation, as well as various numeric patterns and synonyms. Identify your loyal customers based on segmentation strategies within the Alvaria CXP platform. Personalized options are preserved to provide a consistent channel experience regardless of platform, reducing customer frustration and increasing customer loyalty.

Our Agnostic Integration Approach

Our agnostic integration approach means that the Alvaria CXP platform can interface with any type of operating system and database, preventing incompatibility and vendor lock-in. This approach simplifies interoperability between key systems of record and other business systems to help support your self-service initiatives across business processes. Agnostic integration also helps businesses not only interoperate with a wide variety of business and third party systems, but also react quickly and efficiently if one integrated solution is replaced with another.

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Superior Customer Experience

For a superior customer experience, omnichannel capabilities facilitate the customer journey across many different touchpoints (Chat, SMS Text, Voice, and Social media messaging apps) with context and continuity stored, providing a dynamic, personalized understanding of your customer now and in the future. If your customer is disconnected from the IVR at any point, service continuity of their inquiry is preserved. When the customer calls back in, they will get prompts asking if they'd like to continue their last transaction, eliminating the need to repeat themselves or retrace the path in the IVR to resolution.

Real-Time Changes

Apply real-time changes to Voice, SMS Text, Chat and web channels with a dedicated scripting tool for non-technical staff. Designed with the customer in mind, the easy-to-use interface shares ownership of parameters and configuration otherwise handled solely by IT developers – without any impact to self-service service levels. Refresh your entire IVR call-routing capabilities in just minutes, with no impact to current service levels.

Deployment Neutral

Alvaria's "deployment neutral" approach gives organizations choice in the way they want to deploy the Alvaria CXP™ platform. Options for deployment include on-premises, public and private cloud. All three scenarios provide similar benefits, including cost-effectiveness, performance, reliability and scale – but which deployment method is selected is entirely based on the organizational needs and preference.

Analysis and Historical Reporting

Alvaria CXP provides real-time analysis and historical reporting of caller behavior, application performance and transaction completion rates to help improve ROI and eliminate caller frustrations. With detailed and actionable analytics from Alvaria CXP, you can make informed business decisions based on over 60 pre-built reports in the areas of Administration and Maintenance, Application Development and Tuning, and Business and Caller Analysis. Alvaria CXP provides the actional information to help developers indemnify problems, take fast corrective actions and ultimately improve the customer experience.

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