ALVARIA®

Alvaria Multichannel Agent
Improve the Customer Experience
One Interaction at a Time!

Simplified. Personalized. Seamless.

Customers expect to get things done quickly and effortlessly. Our multichannel solutions make it easy for you to engage customers through the same channels they use in their everyday lives, including voice, SMS, chat, mobile apps and Messenger. Provide a seamless experience at every touchpoint, whether self-service or agent-assisted, in the cloud or on-premises. Additionally, our workforce optimization capabilities ensure proper staffing across those channels while providing the analytical tools and reporting needed to safeguard quality of service.
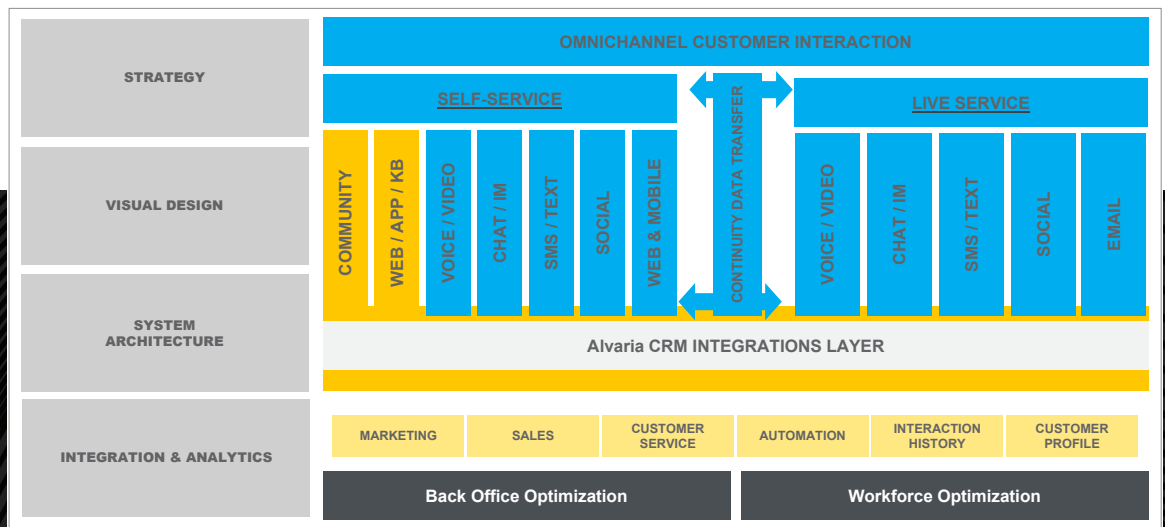
Self-Service

Whether customers are changing or confirming an appointment, paying a bill or uploading documents, automated self-service applications provide a personalized, convenient customer experience, without relying on live assistance, through any channel.

Live Service

Sometimes customers have complex inquiries that require live assistance. Our intelligent routing connects them to the right resource or agent; and context continuity preserves interaction data throughout the customer journey, so customers won't have to repeat themselves, once connected.

Workforce Optimization

Our workforce management solutions automatically create agent schedules that factor in agent preferences and skill levels, and forecast inbound channel volumes based on seasonal and calendar demands. Staff can manage their own schedules, make time-off requests and add shifts through consumer-like mobile apps. Our WEM capabilities offer advanced analytical and reporting features to help you meet KPIs, tailor agent coaching and meet SLAs.

Alvaria Customer Engagement Refernce Architecture

RIGHT CHANNELS, RIGHT TIME

Voice
With modern IVR solutions customers can access information and complete easy tasks through easy-to-navigate self-service menus.
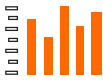
Mobile
Mobile and disposable apps connect customers to rich, secure content, so they can receive alerts and get things done while on-the-go.

Messenger
Perfect for social customers that want to shop, ask questions and even make payments through your Facebook page.

Reporting and Analytics
Easy to configure dashboards and analytics tools provide a real-time, in-depth view of all interactions on all channels, so you can track and manage data.

SMS
Customers can access information, receive notifications and interact with a live agent or chatbot anytime and everywhere.

Chat
Perfect for customers who want live assistance or self-service without calling in.

Email
Ideal for non-urgent matters. Emails can be routed like other channels ensuring the best-skilled agent responds.

Our multichannel solutions reduce customer effort, empower agents with more information and provide you with tools to help you measure and improve customer interactions and create amazing experiences!

About Alvaria™
Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™.

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